

CITY OF CAMBRIDGE – DEPARTMENT OF PUBLIC WORKS

**CURBSIDE ORGANICS COLLECTION FROM RESIDENTS
PHASE 2 REPORT**



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SUMMER 2015

The work for this report was partially funded primarily through a Sustainable Materials Recovery Program grant awarded to the City of Cambridge Department of Public Works by the Massachusetts Department of Environmental Protection (MassDEP).

We graciously thank the many people who shared their expertise, assistance and support for the pilot listed here. Please forgive us if we have forgotten someone! Steve Angier, Kevin Aruda, Lawrence Barriner, Dennis A. Benzan, John Bolduc, Meryl Brott, Fran Buzun, Marianne Buzun, Dennis J. Carlone, Chris Caruso, Leland Cheung, Keith Cialino, Gretel Clark, Eddie Corey, Claire Davies, Renee Dello, Bill Deignan, Susan Dilliard, Jamie Dixon, George Dreckmann, Kevin Drew, Kevin Douglas, Kelly Dunn, John Fitzgerald, Virginia Fitzgibbon, Susan Flannery, Tanya Ford, Lyndsay Forbes, Cathy Foshier, Becky Fuentes, Ritchie Furr, Debby Galef, Kate Geffken, Philip Gianatasio, Rob Gogan, Tom Goldy, Nora Goldstein, Bethany Graber, Linda Haines, Scott Hamilton, Mike Hanley, Billy Hannafin, Raymond Heroux, Joanne Johnson, Kaiti Jones, Susy Jones, Eric Josephson, Ellen Katz, Craig A. Kelley, Paulie Kelsey, Alexa Kielty, Tina Klein, Debby Knight, Jennifer Lawrence, Judy Layzer, Erik Levy, Calvin Lindsay, Rob Linke, Gary Littles, David P. Maher, Leslie Mallory, James Maloney, Ricky Malrani, Sumner Martinson, Nadeem A. Mazen, Ann McGovern, Marc C. McGovern, Art McKenzie, Conor Miller, Adam Mitchell, Debra Morris, Larry Morton, Janet Mosley, Jessica Mullan, Rod Muir, Jahi Murrell, John Nardone, Brooke Nash, Chris Neil, Laura Nichols, Owen O'Riordan, Michael Orr, Marcy Ostberg, Richard Rossi, Kenya Pavon, Lisa Peterson, Charlotte Pitt, Jennifer Pope, Shadan Rahman, Janine Ralph, Susanne Rasmussen, Annette Rodibaugh, Julie Rose, Marcia Rutan, Mark Saidnawey, Matthew Sally, Karl Shuman, E. Denise Simmons, Meera Singh, Helen Snively, Craig Smith, Arianne Sperry, Mark Stiles, George Stylianopoulos, Denise Talerico, Timothy J. Toomey, JR., Steve Travers, Paul Tully, Mark Williams, Joanna Vanden, Mary Verhage, Kristin vonHoffman, Amy Witts, Rhodes Yepsen, Sandra Zavaglia.

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Executive Summary

Background

The City of Cambridge has worked for nearly 10 years to increase diversion of food scraps (a.k.a. organics) from the waste stream in many ways: backyard compost bin education and sales, workshops on vermicomposting, establishment of compost pickup for businesses, public schools and public drop-off sites. In 2012, the Massachusetts Department of Environmental Protection (MassDEP) awarded the City a 2 ½ year grant for \$73,304 through the Sustainable Materials Recovery Program to research, plan and possibly implement a pilot curbside food scraps collection program for residents. Phase one of the project was a feasibility study, which was completed in 2012 and in 2015, the City completed phase two of the project – a one year pilot program for curbside organics collection. Reports for both projects can be found online at CambridgeMA.Gov/CompostPickup.



FIGURE 1 CAMBRIDGE COMPOSTS LOGO

The City's motivations to pursue a curbside residential organics program were to reduce waste, curb climate emissions, control trash disposal costs, address rodent control, and meet public demands for compost services. Curbside organics is a key strategy to meet the City's goals to reduce trash by 30% by 2020 and 80% by 2050 over 2008 levels, aligning with the goals in the MA Solid Waste Master Plan. In terms of pounds (lbs) of trash per household (HH) per week the goals are 16 lbs/HH/wk by 2020 and 4 lbs/HH/wk by 2050. A 2011 Cambridge City Council resolution supported curbside composting and a public meeting was held.

The Cambridge Department of Public Works (DPW) ran implemented the one year curbside organics pilot from April 7, 2014 to March 30, 2015. Participating households will continue to receive curbside compost collection from a DPW crew through the fall 2015, at which time the service will be provided by a private hauler. The final results: 647 participating households in 424 residences diverted 85 tons or 170,000 lbs of organics from incineration and landfill. This avoided 76 tons of CO₂ emissions.

Pilot Overview

A specific area of the Monday collection route in North Cambridge was selected for the pilot because of its mix of housing and lack of access to existing food scrap drop off sites. The City's goal was to recruit 500-800 participating households. From fall 2013 to winter 2014, the City encouraged eligible households to sign up for the pilot via the monthly recycling e-newsletter, A frame signs in the neighborhood, info tables at key community locations, and a letter to families from the Cambridge Public Schools. Eligible residences included single family homes and multifamily buildings (MF) with up to 12 units with City trash service.

554 households signed up by the first collection day of the compost pilot, April 7, 2014. Participating households received a green kitchen container to collect food scraps and soiled paper, a year's supply of BioBags to line the kitchen container, a green curbside bin (to share at multi-family buildings), free collection on the normal collection day (same as recycling, yard waste and trash), a few requests during the pilot to answer online surveys, monthly email program updates, and finished compost great for gardens available at the Recycling Center, April-October.

Based on national estimates available of 8-12 lbs/HH/wk of organics, DPW estimated that households would generate 10 lbs/wk of organics. Before the pilot, the City collected and weight the trash from all participating residences and found 18.8 lbs/HH/wk. During the pilot, the average organics collected was 6.6 lbs/HH/wk reducing trash by nearly 35%. During a pre-pilot trash audit, 43% of the trash was organics at 7.4 lbs/HH/wk. This suggests an 89% capture rate of organics. The total truck weight averaged 3364 lbs and were brought to Rocky Hill Farm in Saugus, MA for composting.

DPW identified vendors for supplies and services, and developed or strengthened working relationships with all involved. BioBag USA donated the MaxAir kitchen containers and compostable bags, curbside green bins were purchased from Orbis Corporation (on MA state contract FAC87), SureClose donated some kitchen containers, education materials were printed by Sterling Printing and Classic Graphx, supplies were delivered to all participating residences by Delta Global, organics were composted by Rocky Hill Farm, and for part of the pilot load scales were used at Northgate Recycling. The Recycling Director designed all educational materials.

During the pilot, the City communicated regularly with participants to encourage best practices and issued six surveys, collecting demographic information and feedback on user experience. The program maintained a satisfaction rate of 95%. During each weekly collection, the Organics Program Assistant (OPA) monitored bins for fill level and contamination. Most bins were under 50% full and the organics stream was very clean with contamination being extremely uncommon. On average, 83% of all green bins were set out at the curb for weekly collection.

Program Expansion

Based on the success of the pilot, during FY16 budget planning the City decided to expand curbside compost pickup to all eligible residences in the Monday route in the fall 2015. The intent is to expand city wide within two years, and to 13+ unit multi-family buildings on a case-by-case basis in subsequent years. This decision was based a general feeling that the pilot was a success, given high satisfaction levels among participating households, the potential to reduce trash by up to 35%, and demonstrated impact on reduced climate emissions.

The City will initially contract for collection with a private hauler to achieve collection efficiencies needed, primarily for logistical reasons. Similar to the curbside yard waste contract, the hauler will be required to determine the compost processing facility. Once a citywide program is mature, the City will reevaluate whether DPW crews could be utilized. The City requested proposals from several haulers with appropriate experience.

The City hopes that participation will reach at least 40-60% of approximately 2,525 eligible residences in the Monday route, or 1010-1515 stops. The City estimates this program will divert 200-500 tons/year.

With the experience of the pilot and lessons from other communities with curbside organics programs, here are some best practices and learned for effective programs:

1. Provide supplies for free to make participating easy.
2. Aim to engage with as many buildings as possible, in person in the neighborhoods through door to door outreach is best. Internal household participation is secondary and staff energy can be better spent on engaging new buildings.
3. Collect email addresses of participants to communicate regularly.
4. Plan to eventually make participation mandatory, even without an enforcement mechanism.
5. Provide training programs to residents/building managers with incentive to receive supplies or rebates.
6. Conduct recurring outreach to large multi-family buildings. Target high turnover times of year to re-educate residents.
7. Engage landlords as primary point of contact in large multi-family buildings.
8. Involve children to bring message into the home and build cultural norms. Use high school students as volunteers.
9. Determine community policy and messaging for bags (compostable or plastic). Providing compostable bags for kitchen containers or strongly encouraging their use will minimize yuck factor and ensure high participation and diversion rates. Ventilated kitchen containers Wet anaerobic digestion facilities typically will screen out bags during processing.

Public Outreach

Recruiting Participants

Many avenues were pursued to target and inform eligible households about this opportunity. Many people were involved in outreach efforts including the Recycling Director, Organics Program Assistant (OPA), DPW Community Relation Managers, members of the Recycling Advisory Committee (RAC) and neighborhood volunteers.

Outreach activities for the pilot included:

- ✓ City website at CambridgeMA.Gov/CompostPickup, the DPW Facebook at Facebook.com/CambridgeDPW and Twitter at Twitter.com/CambridgeDPW
- ✓ Cambridge Recycling monthly email newsletter and community listserves
- ✓ A frame signs around in the neighborhood (secure signs to stay upright, weigh down or chain to pole to avoid theft)
- ✓ Flyers placed in libraries, parks and given to many lead residents in multi-family buildings for the common area with photos and dimensions of the bins provided.
- ✓ Direct mailing from the School Department notifying families
- ✓ Information tables at the libraries, parks (Rindge Field, Reverend Williams, Russell Field Path, Raymond), polling places, Pemberton Farms, events (Dudley St Halloween Block Party and North Cambridge Arts).
- ✓ Neighborhood information session and presentation at the Peabody School, 60 people attended. DPW staff gave a presentation in the auditorium, answered questions in a group and one-on-one at the check in desk, and distributed program materials. To advertise it, staff put bright orange signs on the A-frames a week before, emailed all signed up participants in advance and a same day reminder. Whole Foods provided a gift basket which was raffled off, an effective draw for attendees.
- ✓ Emails to lead residents in multi-family buildings with the brochure PDF, then forwarded to neighbors. Hard copies sent, left in mail boxes and placed under doors.
- ✓ Community outreach with support from the RAC, City Councilors, and School Committee Members
- ✓ The initial sign up process included two online forms. Interested residents first completed the "Compost Pilot Interest Form." The OPA reviewed eligibility and emailed the resident a link to the "Acknowledgement Form" to confirm understanding of participation, requirements and asked additional demographic information. There was overlap in the forms and some residents only completed the Acknowledgement Form after a reminder. In October 2014, DPW staff consolidated the two forms, streamlining the signup process. The new Compost Pilot Interest Form asked for all relevant information and agreements, including landlord contact information and a drop down menu with only eligible addresses. If a resident is eligible, staff emailed a confirmation and delivered a starter kit within 1-2 weeks, depending on the volume of requests.

In Survey 1, respondents reported that the most effective marketing strategy was word of mouth. In Survey 3, 86% of respondents said that they spoke with friends and neighbors about the program. The Cambridge Recycling email newsletter and neighborhood signs were effective in publicizing the program, while information tables seem less effective and require more staff time, but is still considered important for public exposure.



FIGURE 2 RANDI MAIL AT NEIGHBORHOOD INFO SESSION



FIGURE 3: JESSICA MULLAN AT NEIGHBORHOOD INFO SESSION



FIGURE 4: EVERETT HOFFMAN AT PEMBERTON FARMS' HARVEST HOOPLA

TABLE 1: HOW DID YOU HEAR ABOUT THE PILOT? (SURVEY 1, QUESTION 3)

Word of Mouth	42%
Cambridge Recycling Newsletter	38%
Neighborhood Sign	31%
Information Table	14%
Letter from Public Schools	5%

Targeting tabling efforts in the pilot area was essential to maximize outreach to eligible households and minimize time spent with ineligible households. There was significant interest from ineligible households and they were encouraged to use the drop-off food scraps program, subscribe to the recycling e-newsletter, and some were recruited as volunteers. Displaying the curbside bins and kitchen containers prompted participants to ask questions, and build understanding among new participants. Kids responded well to the worm-apple logo used in the Food to Flowers lunchroom programs operating in the majority of the Cambridge Public Schools, and were proud

of their knowledge and experience with composting.

Tabling at elections was highly effective given that polling locations are centrally located, many people were there and more engaged. Tabling at the O’Neill library was successful and had a vestibule the OPA to set up in. Tabling at parks was best in warm weather and at centrally located parks rather than parks on the pilot perimeter. Tabling at Pemberton Farms was not fruitful as many customers were from Arlington and Somerville. The Dudley Street Halloween event drew a great local crowd, but talking with adults was challenging with a ton of activity, candy, and kids running around after sunset.

TABLE 2: WHY DID YOU CHOOSE TO PARTICIPATE IN THE PROGRAM? (SURVEY 2, QUESTION 1)

To Reduce Waste	83%
To Curb Carbon Footprint	66%
Easier than Composting at Home	60%
To Help Build Healthy Soil	50%
To Save the City Money	42%

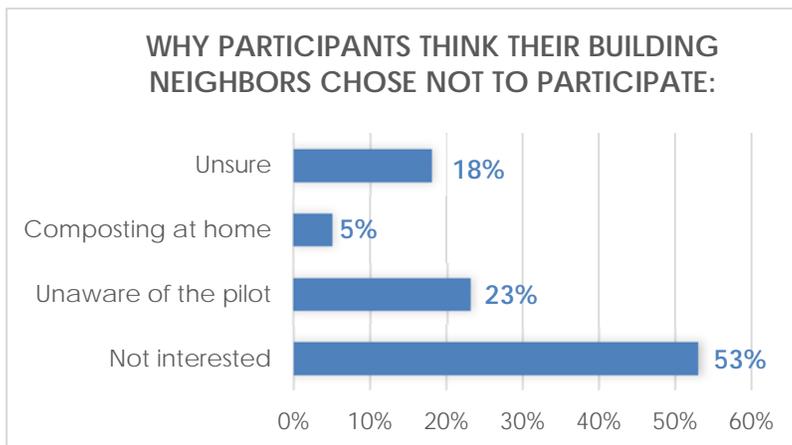


Chart 1: Buildings with 2+ Units Only: Survey 5, Question 5

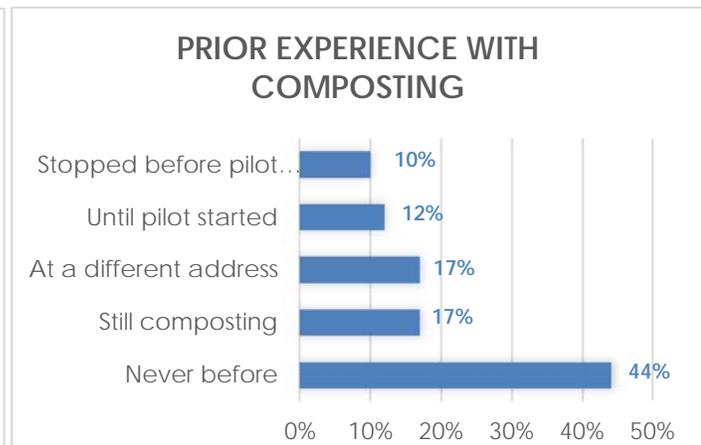


CHART 2: SURVEY 1, QUESTION 4

Overall the community was extremely positive, many wanting this service for a while, thrilled the time had come, and that so many compostable materials were accepted. Residents outside the pilot area were also excited. Many tried the drop-off program but thought the sites were too far, or home composting did not meet their expectations. Saying curbside “food scraps pickup” versus “compost pickup” or “organics” was more effective and clear when communicating, explaining that it is for food scraps and soiled paper. Residents liked that the bins and bags were free, pickup was weekly the same day as trash and recycling, and size of the curbside bins. Overall, the program was received well and viewed as easy to participate.

Negative reactions related to odor, rodents, and the perceptions that sorting organics and storing/setting out another curbside container was a hassle. These concerns generally subsided when staff explained it further: breathable buckets/bags, locking bins, smaller bin size, and same day as trash day. Staff tailored the program pitch to residents that composted at home, explaining that curbside pickup complements home composting since it accepts materials such as meat, dairy, and seafood that cannot be placed in a backyard bin. Also, home compost bins may be inaccessible in the winter due to snow, so curbside pickup allows year-round diversion of food scraps. Some raised the “yuck-factor” of meat in the bin, and staff emphasized the best practice of wrapping it in newspaper or paper bags. Others were confused that meat could be composted, and staff explained how large scale composting gets to higher temperatures than backyard composting. Note that the City has promoted home composting with bins and education since 1994.

Partnerships

City Departments:

- *Cambridge Public Schools*: DPW and school staff sent a letter to families of all 300 students that lived in the pilot area, which was about 12% of all eligible households. This effort’s effectiveness is debatable given that in Survey 1, 5% reported learning of the program from the school letter. The partnership with school staff on this positively impacted the program planning team.
- *Cambridge Public Library*: Staff established relationships with two branches in the pilot area (O’Neill and Boudreau) and staffed information tables there, posted flyers and left brochures. Library staff were enthusiastic and happy to help.
- *Gately Youth Center*: Staff were a great resource, though DPW did not coordinate any outreach at their events due to schedule conflicts and high numbers of ineligible households in attendance.
- *Election Committee*: Permitted DPW to table at polling places in pilot area (10-1 and 11-2 precincts) and connected staff with the right people. Election-day outreach was very effective, and should be included when possible in the future.

Businesses and Community Organizations:

- *Whole Foods (Claire Davies)*: Provided a raffle gift basket for the information session as well as candy and pretzels for table at Dudley St Halloween event
- *Pemberton Farms*: A great business supporter for the poster and brochures. DPW tabled at the store during Halloween pumpkin sales, though it drew many non-Cambridge residents.
- *Vineyard Christian Fellowship*: Staff met with the community outreach coordinator of this church/private school, located in a central location in the pilot area. They posted flyers, displayed brochures and highlighted the program in their newsletter.
- *NOCA Arts (Barbara Thomas)*: Distributed program flyers at the NOCA Arts festival. Helpful and engaged organization.

Events and Volunteers

On April 7, 2014, to commemorate the first day of curbside organics collection in Cambridge, DPW invited staff from the City Manager’s office, City Council and the residents of the first residence on the collection route for a photo. This was a proud moment for the City as an environmental leader in Massachusetts and New England, being among the first cities to enter the realm of curbside compost pickup. See several articles written about the program in the attachments, including Cambridge Chronicle, Scout Cambridge, Edible Boston, Boston Magazine, EcoRI, and the Environmental Protection Agency.

Figure 5: Left to Right: Temporary Laborer Delroy Crewe, Councilman Leland Chung, DPW Deputy Commissioner John Nardone, City Manager Rich Rossi, DPW Driver Steve Travers, Organics Program Assistant Everett Hoffman, Recycling Director Randi Mail, Mayor David Maher, 120 Upland Road residents Mr. & Mrs. Seiffer, Councilman Craig Kelly, Deputy City Manager Lisa Peterson, Environmental Services Manager John Fitzgerald, DPW Commissioner Owen O’Riordan, DPW Supervisor of Solid Waste Operations Lenny Silva.



On Saturday May 31, the OPA hosted a Compost Community Day at Bergin Park to thank participants and promote the program to residents. However, more volunteers than residents came to the table. On Saturday, October 18, the OPA tabled at the Pemberton Farms Harvest Hoopla for 4 hours, hoping to recruit more eligible households. An invitation was sent to all program participants, encouraging their attendance and to invite their neighbors. The OPA talked with ~80 people and about 1/3 came to express approval and gratitude for the program. Many asked about next steps after pilot ended in March 2015 and residents were told that plans to continue the pilot were being considered.

Volunteers from the RAC and some interested North Cambridge residents helped with tabling, distributing educational materials, sorting trash at the pre/post audits, canvassing MF buildings with low sign up rates, conducting set out assessments and confirming the delivery of green bins. Three particularly dedicated volunteers, helped spread the word to many neighbors. Most volunteers understood the program and needed little training, but for the expanded program, a more volunteer training would be helpful. On the sign up form, about 50 participants indicated interested in volunteering, which would help with door to door outreach plans for the full Monday rollout. In Survey 5, 19% of respondents stated they would be willing to volunteer to help City Staff spread the word about the expanded Monday route.

Having volunteers to help the OPA table at the libraries and elections (which both drew many people) was essential to be able to speak with several people at once. Volunteers sent email blasts on community listserves including Porter Square Neighbors, Richdale Avenue Neighbors, North Cambridge Stabilization Committee, and Dudley Street Neighbors. Materials brought to tabling events included example a curbside bin, kitchen container, compostable bags, flyers, etc. Volunteers should have city vests and DPW tablecloth to ensure they are clearly representing the program.

Pilot Neighborhood

North Cambridge

A specific area of North Cambridge was selected for several reasons. It was underserved by the organics drop off program, had a good distribution of building sizes, and the population is diverse. Eligible residences included single family homes and MF buildings up to 12 units with City trash service. Since February 2014, the neighborhood has had the St Peter's Field compost drop off site and through April 2015, over 8 tons of organics have been collected there.

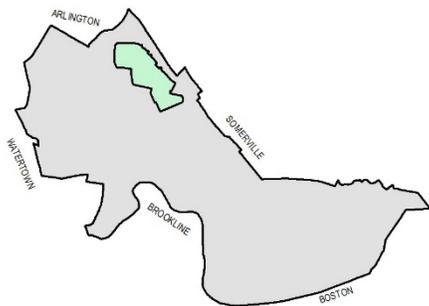


FIGURE 6: PILOT AREA IN CAMBRIDGE

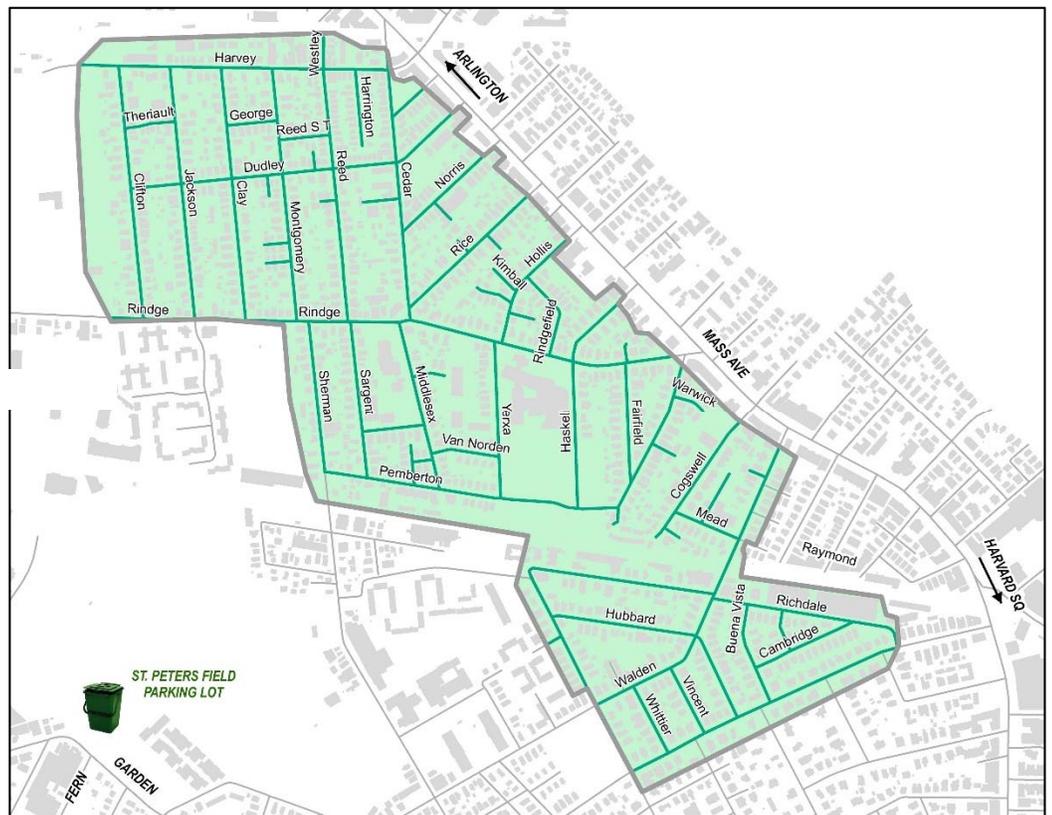


FIGURE 7: NORTH CAMBRIDGE PILOT AREA BOUNDED BY MASS AVE, PORTER SQUARE, DAVIS SQUARE & THE ALEWIFE T STOP.

Participation Rates

TABLE 3: BUILDING & HOUSEHOLD SIGN UP

Building Type	Single Family	2-3 Units	4-6 Units	7-12 Units	Total Buildings
Signups Total # Buildings	152	246	16	10	424
# Households	152	415	39	41	647
Participation: Total % Eligible HHs Signed Up in Buildings		70%	58%	47%	

Building Participation: In the pilot area there were 1,119 eligible residential buildings with 1-12 units and City trash service. The initial goal was to recruit 362 buildings, about 32% of all eligible. Most participants signed up in the first three months, during the most intensive community outreach. Signups slowed down as staff became more selective about the building type that could sign up through May 2015.

In June 2014, the City added more residences to the route since operations were running smoothly. Average time per stop was 46 seconds, mostly driving from stop to stop. Since new stops were along the existing route the average time per stop was not really affected. Going forward, new eligible residences were added as they applied and the OPA delivered green bins, kitchen containers, bags and instructions. To encourage more sign ups, the OPA emailed participants asking them to encourage neighbors to sign up, and targeted multi-family buildings with low participation, such as 3 unit buildings with 1 sign up or 4+ unit buildings with 1-2 sign ups. This included door to door outreach, but several hours only yielded several sign ups.

364 buildings were signed up by the program start on April 7, 2014 and one year later 424 were signed up on March 30, 2015, bringing the building participation rate to 38% of all eligible.

Household Participation: In the pilot area there were 2,387 eligible households, in the buildings described above. The pilot goal was to recruit 500-800 households. On April 7, 2014 there were 554 households signed up. By March 2015, 647 households had signed up, bringing the household participation rate to 28% of all eligible.

Table 4: TOTAL HOUSEHOLD SIGN UPS: OCTOBER 2013- OCTOBER 2014



Multi-Family Buildings

The pilot was designed so that households had to sign up to participate and get bins, whether they were renters or homeowners. This approach had pros and cons. Given the large number of 2-3 unit buildings, City staff hoped that these residents would keep their landlord informed. Engaging landlords was difficult since the City did not always have contact information, some connections were made after emailing households in multi-family buildings.

Increasing participation in multifamily (MF) buildings was an ongoing project goal. Most of the door-to-door outreach targeted at MF buildings. Direct landlord outreach did occur with the 4+ unit buildings. And many of them expressed little interest and preferred to have their tenants engage the program. Some landlords worried that the program would be dirty, create more work for them, and one felt that it was “governmental overreach”.

Getting support among residents in a MF building and identifying a lead resident was effective, but left the landlord out. The sign up form was revised and improved about six months after the pilot launch, including fields for landlord contact information. Going forward, landlords will be informed of the program from the onset and all eligible residences will receive a green bin without having to sign up.

TABLE 5: MULTIFAMILY BUILDING PARTICIPATION DEVELOPMENT DURING THE PILOT

	5/12/14	11/3/14	3/30/15
Participating Households in 2-3 Unit Buildings	357 sign ups of 502 total 71%	406 signups of 591 total 69%	414 signups of 594 total 70%
Participating Households in 4+ Unit Buildings	60 sign ups of 114 total 53%	71 sign ups of 157 total 45%	76 signups of 159 total 48%

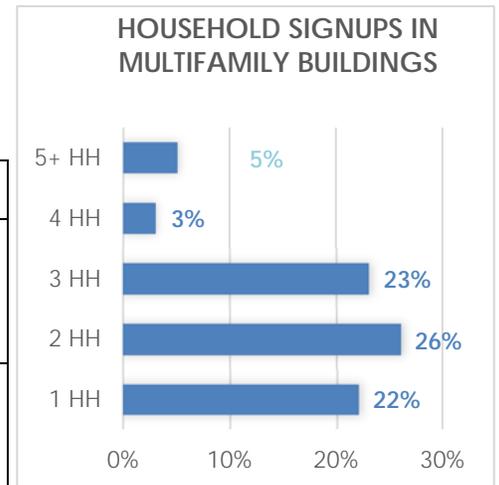


Table 6 shows the number and percentage of households signed up in buildings of various sizes. There was full participation in 51% of 2 unit buildings, 27% of 3 unit buildings and 20% of 4 unit buildings. No buildings over four units had full participation. Based on the pilot and experience from other cities, reaching high participation rates in large MF buildings is a challenge. Word of mouth is the most effective way to increase participation. Residents in MF buildings must be encouraged to invite their neighbors to participate, as their relationship may determine why others do or do not sign up. Co-housing units, condo associations and buildings with central areas are effective buildings for high sign up. Coordinate with building community leaders to distribute program materials and host informational meetings.

Table 6: Number of Households that Signed Up in Multi-Family Buildings

Building Size	# of Buildings in Pilot	1HH Sign Ups	2HH Sign Up	3HH Sign Ups	4HH Sign Ups	5HH Sign Ups	6HH Sign Ups	8HH Sign Ups
2 HH	124	61 (49%)	63 (51%)					
3 HH	113	38 (34%)	44 (39%)	31 (27%)				
4 HH	10	2 (20%)	2 (20%)	4 (40%)	2 (20%)			
5 HH	3	1 (33%)	1 (33%)	1 (33%)				
6 HH	3	2 (33%)		1 (33%)				
7+ HH	7	1 (14%)	1 (14%)		2 (28%)	2 (28%)	1 (14%)	1 (14%)
Total Buildings	259	105	111	37	4	2	1	1
Total Households	478	105	222	111	16	10	6	8

Lessons from Others

The Recycling Director and OPA spoke with staff in Toronto and Seattle to learn more about their maturing curbside collection programs and their experience with MF buildings. These conversations mostly focused on strategies for buildings with 12+ households, usually hundreds.

In Toronto, collection pricing is based on volume, organics are less expensive than trash. Organics diversion is mandatory, though enforcement is not yet established. Buildings not participating in mandatory organics diversion lose all municipal waste services. More people participate when compost collection containers are provided for free. When residents had to provide their own supplies, the sign up rate is lower. Residents and/or building managers must complete a sign up form to get free supplies from the City. Multi-family buildings over 9 units get 32 gallon Orbis green bins and the city provides larger buildings with 2 cubic yard front end dumpsters for organics. To encourage participation in multi-family buildings, the collection area must be brightly lit and clean, especially since resident turnover is high.

Staff conduct annual re-education trainings for multifamily buildings and new residents get an introductory “move-in” package. The city has a team of staff to visit buildings to collect resident information, set up lobby displays, make presentations, distribute kitchen containers, and promotional materials (which are translated into several languages). For public education, 80% of city staff time is in the field, visiting buildings and engaging residents (the remaining 20% is in the office). Sometimes, staff are youth earning community service hours for high school graduation. Children are key to the public education process since they bring the message home. The organics program is advertised on public transit. At a certain point, there is a diminishing return on large multifamily building recruitment.

In Seattle, organics is mandatory, but there is no enforcement authority. Composting does not reduce waste fees, but it does reduce water fees for building managers since it diverts waste from the sewer system. The program has mostly focused on early adopters and people on the fence, getting as many buildings as possible to sign up and working to build cultural norms around composting. The city provides all curbside bins and install new compostable liners in each bin every week. Even with additional time and cost, this is still cost effective for the city. Staff is now focusing more on participation rates with a new, optional Friends of Recycling and Composting Training Program. When building managers attend the training, they receive a \$100 utility rebate and qualify all building units to receive a free kitchen collector from the city – no training no kitchen collector. This is a onetime drop, so buildings are encourage to get extra kitchen containers. Environmentalism is common in Seattle, so some managers are motivated by a desire to learn more and care for the environment. The City or Vendor will install a dispenser for compostable bags in the building.

Survey Highlights

DPW Staff issued six surveys (using Survey Monkey) of participating households during the pilot year. Data from all surveys appear throughout this report. Full surveys and comments can be found in the attachments, highlights are below. Questions covered the following:

- Demographics
- Changes in Generation of Household “Waste”
- Kitchen Containers, Compostable Bags and Green Bins
- Cooking, Shopping, Leftovers, Wasting
- Odors, Fruit Flies and Rodents

Survey 1: May 2014, 67% response rate

How did you hear about the pilot program? 38% from Cambridge recycling email newsletter; 31% neighborhood signs; 18% staff at info table; 42% word of mouth

Do you use a sink disposal? 18% yes, until pilot started; 44% yes, still do; 11% do not have one, but would like one; 25% would not use a disposal.

How is the compost pilot working for you so far? 94% pilot is great; 6% had some questions/concerns.

Other questions: How long have you lived at your current address? How many people currently live in your household? How old are they? When do you typically eat your leftovers? Approximately, what percent of the food that you buy do you throw out? What percentage of your food waste could be prevented by preparing less, serving less or by changing your cooking habits? *How many 13 gallon bags of trash do you generate each week? How many compostable bags do you use per week? Have you noticed a change in your trash?* (See “Recurring Questions”)

Survey 2: July 2014, 59% response rate

On average, how many meals do you cook using fresh produce each week? 39% cook 7+ times per week. 43% cook 3-6 times per week. 6% cook 2 or less times per week.

What type of food scraps do you collect in your kitchen container?

1	Veggies	97%	7	Meat/fish (bones)	64%
2	Shells (eggs, seafood, nuts)	87%	8	Rice, beans, pasta	59%
3	Tea/Coffee	82%	9	Baked goods	49%
4	Uneaten food from plates	76%	10	Dairy products	35%
5	Paper products	75%	11	Other	5%
6	Spoiled food	74%			

What prompts you to empty your kitchen container? 20% change every 2-3 days as instructed. 88% when it's full. However, while waiting more than 3 days to change the bag reduces the number of bags used, it can result in odor/moisture problems.

Have you noticed an odor from the kitchen container? 66% do not. Of those that do, 29% related to meat/fish scraps, 23% due to wet scraps and 70% when it's the same bag after 3 days. Staff note: bag fullness and hot weather also contribute to odor.

What do you think of the size of the kitchen container and bag? 72% both are just right, 24% bag too small and hard to tie, 5% container too small, and 5% container is too big. Note that kitchen bags provided were 2 gallon and BioBag recognizes the 3 gallon fits better and that is the size sold at retailers.

Do the bags break? Yes: 28%. No: 72%. 54% of breaks were related to punctures and 38% overfilling the bag/leaving it too long.

Do the bags leak? Yes: 42%, No: 58%. 59% due to transpiration, 19% due to wet scraps, and 18% due to holes in bag. These issues are not an issue when bag is changed every 2-3 days, moisture from foods is drained and tea bags squeezed.

Other Questions:

How many people live in your household? Which meals do you eat at home? Which grocery stores do you shop at regularly?

Survey 3: October 2014, 55% response rate (333/626)

Do you feel like collecting food scraps is now a habit? Yes: 98% No: 2%

Have you spoken with friends, family or neighbors about the pilot? Yes: 86% No: 14%

Are you using the kitchen collector the city provided to collect your scraps? Yes: 88% No: 12%.

Where do you keep your kitchen container? 61% on kitchen counter, 27% under sink / in cabinet, 12% in refrigerator or freezer.

Have you had fruit flies? Yes: 72%, No: 28%. More than half of those that did said “only a few in the summer” and “no more than usual”. What did you do to address them? 52% changed the bag; 28% stored KC in their fridge/freezer; 30% used a vinegar trap; 29% ignored them.

Before the pilot, did you notice any rodents around your property?

Yes: 20%. No: 80%. During the pilot, 93% saw no change in rodent activity, 3% increase, 4% decrease.

Other Questions: Have you used the “Buy One Get One Free” coupon for BioBags? What do you think about the latch on the 12 gallon/21 gallon green bins? Have you cleaned your green bin? Have you picked up finished compost from the Recycling Center for your garden? Since the pilot started, have you changed the way you prepare or serve food? Since the pilot started, have your shopping habits changed? What would help to reduce edible food waste?

Survey 4: February 2015, 42% response rate

Since summer ended, have you experienced less odor collecting and storing your scraps? Yes: 68%. No: 18%. Maybe: 14%.

Have you noticed a change in bag performance since the summer ended? Yes: 10.5%. No: 83%. Sometimes: 6.5%.

Have you purchased more compostable bags? Yes: 29% (16% with coupon, 13% without). No: 71%.

Have you ever stored your kitchen container in the fridge/freezer? Yes: 25%. No: 75%. Of the responses, 34% found no reason to store in fridge/freezer, 30% no space, 8% did not want to, 7% will do so in the summer.

Would you buy compostable bags to participate in the program if it cost \$20-\$30 dollars per year for your household? 84% would pay for bags and 14% would consider paying. The 2% that would thought it was too much, do not think they should pay at all or feel like the cost would turn others off.

Other Questions:

When collection was cancelled due to a snow storm, how did that affect your composting experience? On average, how many compostable bags did you use this summer/winter? Since the pilot started, have you noticed a change in your trash?

Survey 5: May 2015, 42% Response rate

What are the most meaningful aspects of the program for you? Reducing my waste, 90%; Sending food scraps to be made into soil, 87%; reducing my carbon footprint, 74%, being part of a new city program, 44%; reducing odors in my trash, 17%.

How satisfied are you with the composting program? 90% very satisfied; 9% satisfied. 2 respondents are neutral, 3 are dissatisfied, due to rodent issues perceived to be associated with the program.

Since the beginning of April 2015, have you had any issues with compost collection? Yes: 13% (missed collection). No: 87%.

Have you ever considered stopping your participation in the program? Yes: 5% (due to odors and fruit flies). No: 95%.

With weekly recycling and composting, do you think your trash needs to be picked up every week?
Yes: 44%. No: 38%. Unsure: 18%.

Buildings with 3+ Units Only: You were given a 21 gallon green bin. Do you think a 12 gallon bin would provide enough space for food scraps from your building? Yes: 47%. No: 15%. Maybe: 39%.

Other Questions:

What type of scraps do you collect in your kitchen container? How would you describe who lives in your household? Buildings with 2+ Units: Why do you think that non-participating households in your building choose not to compost? Would you help city staff go door to door this fall to help us educate your neighbors in the Monday collection route about the expanded compost program? What tips would you offer to other Cambridge residents that are new participants in an expanded compost program?

In Surveys 1 and 5, households reported a 94%, and 98% satisfaction rate with the program. In Survey 5 asked what aspects of the program were most meaningful. In the comments, several respondents also mentioned the educational component for their children was an important aspect.

Several surveys included questions to understand more about the participating households:

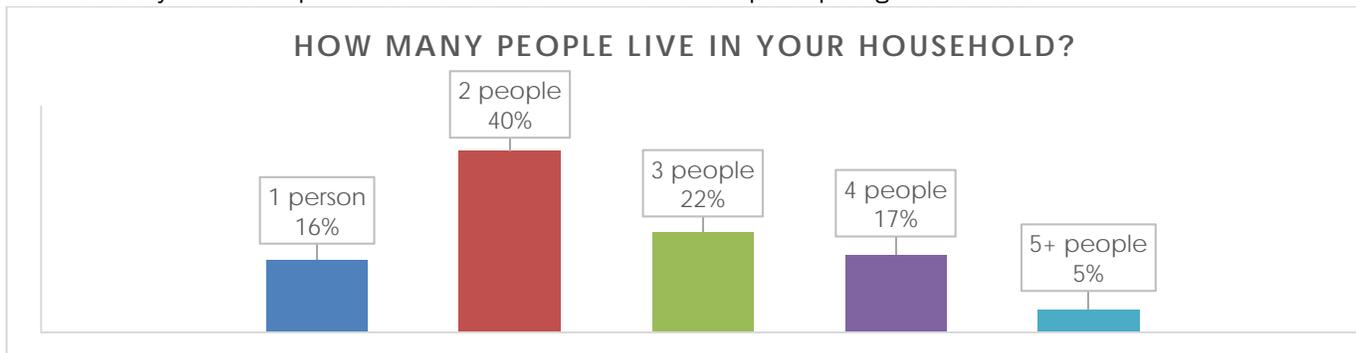


Chart 3: Survey 2, Question 2

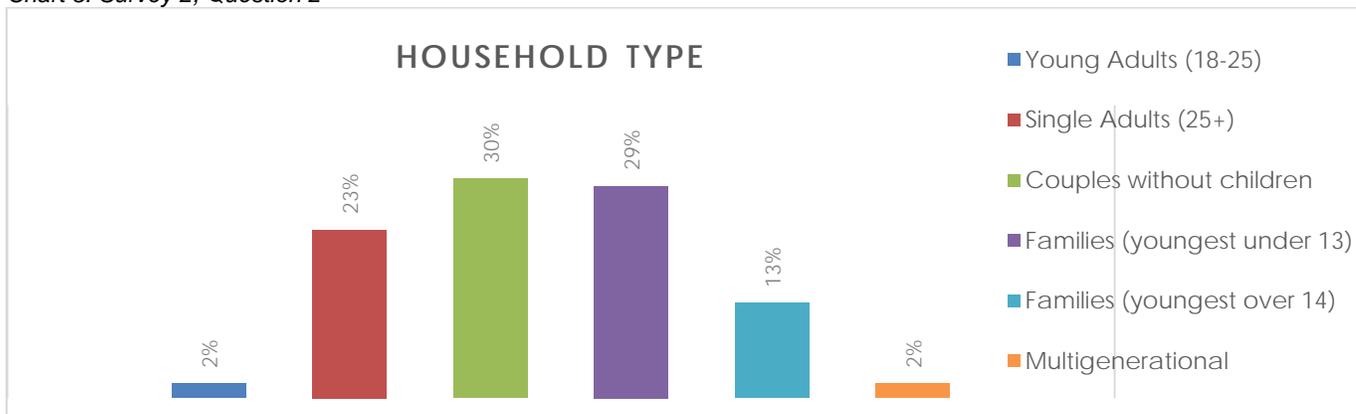


Chart 4: Survey 5, Question 4

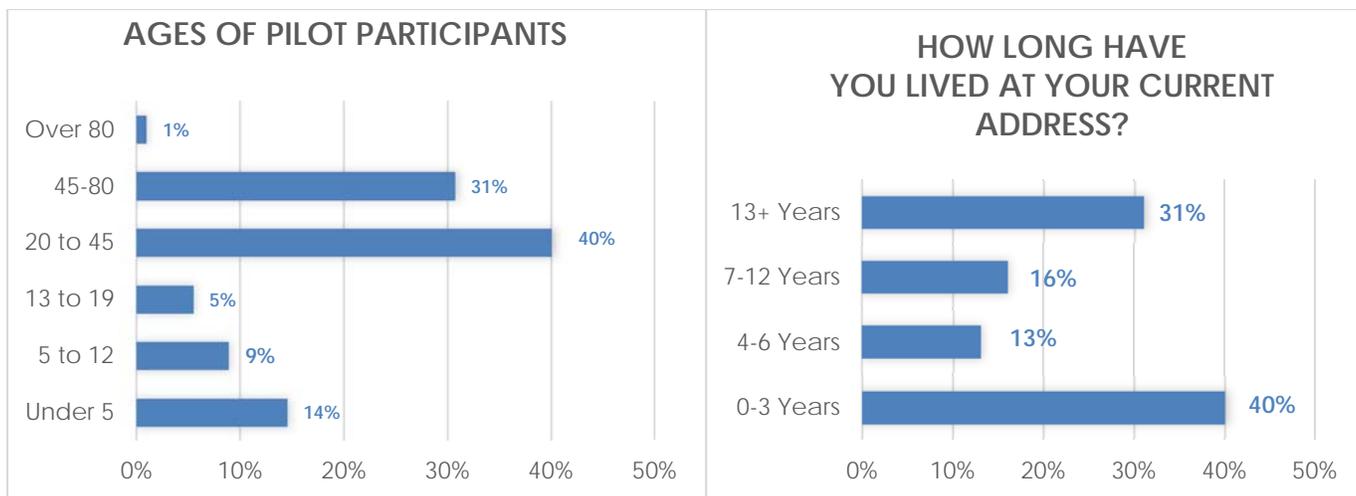


Chart 5: Survey 1, Question 2+1

Based on these Survey responses, the most common pilot household was adults over 25, living in a household with 2-3 people. Just over half of these adult participants are without children, and 44% are part of families with children. 60% have lived in their home for more than four years.

Over half of respondents (56%) signed up for the pilot program with some experience composting. This will probably be higher than the general population given that the program was voluntary and early adopters are naturally on board with the program goals such as reducing waste and protecting the climate.

Operations

Table 76: Phase 2 Budget

Item	Total	Notes
Educational Materials	\$3,404	Total budget \$4,190 so \$1,505 surplus. Posters, brochures, green bin lid stickers, and flyer in kitchen collector
Curbside Green Bins & Door to Door Delivery	\$15,942	Orbis bins: 12-gal at \$32.15 each and 21-gal at \$20.15 each. Delta Global delivery: \$7 per green bin including 2 KCs, 15¢ per extra KC.
Kitchen Containers and Compostable Bags	\$0	Donated by BioBag (small donation by Sure Close)
Compost Tip Fees	\$4,675	85 tons at \$55/ton, \$3,905 surplus
Personnel	\$19,738	\$17/hour for Organics Program Assistant
Collection Costs	\$3,449	Fuel + truck maintenance for city crew. \$12,201 surplus. \$30,528, in-kind costs for collection labor.
Total	\$47,208	Total MassDEP Grant was \$73,304

Bin Delivery

It was essential to accurately and efficiently deliver curbside bins, kitchen collectors, compostable bags and an instruction flyer to all participating residences. 1-3 unit buildings were notified that delivery would occur on Friday March 28, 2014 through Sunday March 30, 2014, a week before the pilot started. Delta Global (DG) completed this task well, in two days by two employees. DPW delivered bins to the 4-12 unit buildings the week prior so that staff could ring doorbells and try to talk to the residents. The DPW parking lot was used to stage the supplies and the delivery truck. DG was recommended by Orbis and used by New York City for their expanding program. DG used an electronic tracking system to record delivery with a time stamp and bin number for each building. Staff from DPW and BioBag did door to door outreach to all participants on two weekday evenings, March 31 and April 1, 2014. The purpose was to:

1. Ensure residences got the supplies delivered.
2. Ensure that each participating household got their kitchen container and bags, answer questions.
3. Remind residents to set out the green bin every week regardless of how full it is.
4. Ask who will set the green bin at the curb.
5. Ask them to encourage neighbors to sign up.



FIGURE 8: CURBSIDE GREEN BIN DELIVERY BY DELTA GLOBAL



FIGURE 9: DOOR TO DOOR OUTREACH TEAM: RANDI MAIL, EVERETT HOFFMAN, TOM GOLDY, AND JENNIFER POPE

Facility Partners

The City chose *Rocky Hill Farm (RHF)* in Saugus, MA as its composting facility for low tip fees at \$55/ton, broad range of accepted materials, proximity to Cambridge, and a good working relationship. For years, RHF has provided the Cambridge Recycling Center finished compost which is available to residents for free April-October. RHF uses an in-vessel composting system to process materials. They mix food waste from primarily commercial sources with commercial yard waste and woodchips.

Since RHF does not have a scale, the City identified *Northgate Recycling (NR)* in Revere, MA as a partner to weigh the loads. NR is a construction materials recycling facility with a delivery scale. For the first 15 weeks of the pilot, the DPW truck weighed in/out at NR. The curbside contract for the expanded service in the Monday route will require the hauler to weigh the loads, or have an on-board truck scale.

In July 2014, the City decided to add more participating residences during the existing route. To do so, the City and DEP agreed that visiting the scale once per month from July 2014-March 2015 was sufficient for the data needed. On weeks when the truck did not visit the scale, the OPA calculated the weight by multiplying the average lbs/HH/week by the number of households set out. The monthly weights did not deviate much from the initial range.

Database

DPW developed an “Organics Collection Database” in Access to collect field data and observations. Each week, the database was uploaded onto a tablet so that the OPA could collect data on the route. There are 4 forms and queries from the database in the attachments:

1. Crew Route Data Entry Form. Collection day details including driver, laborer, weather, start and finish times, route issues, weigh in times and weights and resident interactions.
2. Monitoring Data Form. List of all stops in order of route collection, weekly setout as “out” or “not out”, fill level and contamination. Each individual stop is associated with the number of participating households.
3. Weekly Collection Query. Total number of stops collected and not indicating number of households. This query enables staff to determine lbs/HH/wk or estimate the load weights.
4. “Not Out” Query. Allows staff to monitor individual building participation from week to week and identify buildings with low set out rates.
5. Buildings Monitored on a Given Week Query. Gives a list of buildings monitored by date with data for fill rate, contamination, loose food.

The OPA also used two other files to retrieve and track information about participating residences and the collection operation: the “Toter Database” in Access and “Master Route Data” in Excel.

Curbside Collection

To prepare for weekly collection, the OPA uploaded the updated database onto the tablet and brought a paper back up. DPW ensured the truck was completely empty to avoid compromising the daily load weight. If the laborer was new to the project, the OPA explained the collection expectations and rules: stay with the truck; do not take any trash, recycling or yard waste; inform OPA of contaminants; pizza and clementine boxes are accepted.



FIGURE 10: DUMPING ORGANICS AT ROCKY HILL FARM IN SAUGUS, MA

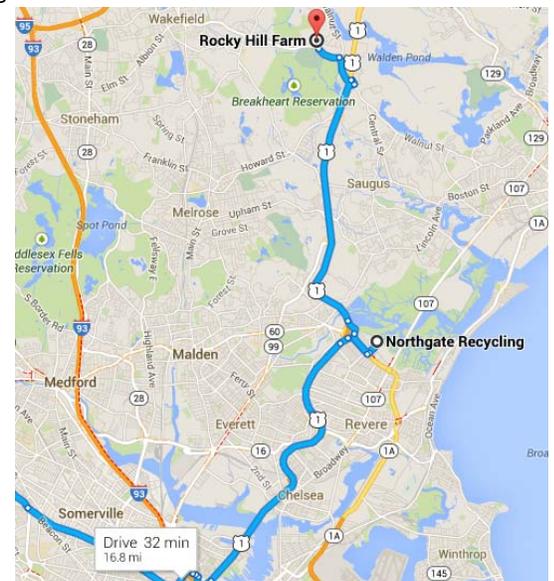


FIGURE 11: ROUTE FROM CAMBRIDGE TO ROCKY HILL



FIGURE 12: ONE OF ROCKY HILL'S IN-VESSEL 2 COMPOSTING SYSTEMS

DPW truck 35, a 20 cubic yard packer, was used 51 weeks of the pilot. The same driver drove for 48 weeks. This consistency helped ensure that the OPA could conduct field observations and assist the laborer, rather than giving the driver route directions.

The laborer changed weekly depending on staff availability, and were either full time or temporary employees. The laborer's speed at emptying bins and moving between stops largely determined how long the entire route took. The faster the laborer, the shorter the route time. The OPA frequently worked with the laborer to speed collection by bringing bins to the street, collecting small loads of 1-2 bags, and helping tip full 21 gallon bins, which could be more than 75 lbs.

After all stops on the route were collected, the crew drove from Cambridge on Route 1N to Northgate Recycling in Revere to record the gross weight, and then on to Rocky Hill Farm in Saugus. The gross weight was recorded at the office, the load was dumped in the tip area, inspected for contamination and the OPA photographed the load. After dumping, the crew returned on Route 1 to Northgate Recycling to record the tare weight. This allowed the OPA to calculate the total weight of organics collected and reported this to RHF.



FIGURE 13: JAHU MURRELL, DPW LABORER, COLLECTING PUMPKINS AFTER HALLOWEEN

Route time averaged time 4 hrs 15 min, starting at DPW and finishing the last stop on the route in North Cambridge. The slowest time was 5 hrs 40 min after the blizzards in February. The fastest time was 3 hrs 20 min when an excellent temporary laborer was assigned to the crew, who efficiently emptied bins and ran between nearly every stop. In January and February 2015 there were 3 blizzards with record snowfall, 108.6 inches! These extreme weather circumstances cancelled collection on one week and delayed it one day on two other weeks.

The average return time to DPW was 6 hrs 4 min, including driving to RHF and the scale. The truck left DPW between 7:00-7:20 am. The earliest time back was 12:30 pm and the latest time back was 2:15 pm in February.

Monitoring Bins

The City printed stickers that Orbis placed on the lid of each curbside green bin that said “Food Scraps Only” with further instructions on what is and is not compostable.

During collection, the OPA monitored bins for fill level, contamination and loose food. The route was divided into ten sections and for 26 weeks, two sections were observed on consecutive weeks. This allowed for consistency in observations and follow up when there was contamination. During the first two and last five collections, the OPA monitored as many bins as possible.

Contamination included food scraps in plastic bags, trash and recyclables. No more than 2% of bins had contaminants each week (2-6 bins total). When a small amount was found, the OPA put it back in the bin and placed a Rejection Sticker on the lid. When more contamination was found, the whole bin was rejected and not emptied. Emails were sent to these residences reminding households how and what to compost. Responses indicated that contaminants were likely from non-participants unaware that the green bins were for food scraps only.

A common contaminant at MF buildings was food scraps in plastic bags. This was likely from households not signed up, trying to participate but got a kitchen container or compostable bags. Staff asked participating households to encourage their building

neighbors sign up for the pilot and explain how to participate.

Common types of contamination were:

1. Loose trash/recyclables likely from inobservant pedestrians.
2. Bagged trash from non-participants in building by mistake or disregard.
3. Food scraps in plastic bags from households that had not formally signed up, or households who used up their supply of compostable bags.
4. Compostable bags in plastic bags due to participants taking extra measure with leaky/torn bags.

Loose food was not common, but resulted from a bag not tied closed or ripped. Ripped bags resulted from hard/pointy materials and are more common in warm weather, when the heat possibly degrades the bag more quickly. One 3 unit building consistently put loose food in the bin without compostable bags. This was due to a household that was participating, but chose not to sign up. In the summer, food scrap slop was an issue and in the winter, scraps froze to the bottom of the bin. This bin shows what a program without bags would look like, and demonstrates why bags are necessary to keep the bin sanitary and easy to empty for the collection crew.

The OPA monitored 2,869 individual bins during the pilot. All bins, regardless of size, were usually 50% full or less.



FIGURE 4: CONTAMINATION SUCH AS TIN FOIL AND A PLASTIC BAG FILLED WITH FOOD SCRAPS ARE REMOVED, PLACED IN GREEN BIN WITH A REJECTION STICKER ON LID.



FIGURE 15: COMPOST REJECTION STICKER.



FIGURE 16: STICKER ON LID OF ALL CURBSIDE GREEN BINS

Table 7: Green Bin Fill Levels

Level	Monitored	Percent	Level	Monitored	Percent
12 Gallon Bins			21 Gallon Bins		
	1,935	100%		931	100%
100%	63	3%	100%	16	2%
75%	124	6%	75%	60	6%
50%	327	17%	50%	189	20%
25%	943	49%	25%	436	47%
<10%	478	25%	<10%	230	25%



FIGURE 5: MESSY BIN FROM HOUSEHOLDS NON-SIGNED UP NOT USING COMPOSTABLE BAGS.

Using the database, the OPA identified the buildings that did not set out their green bin on a weekly basis and then those that had not set it out in about 4 weeks. These households were emailed a reminder to participate. In September, December and March, the OPA surveyed these households, asking if they wanted to participate in the pilot and why or why not. Most responded that they still wanted to and would try to be more consistent setting out their bin. 18 residences did drop out, commonly due to moving or some families with young children found it to be a hassle. Note that 29% of participating households had young children under 13. Three others stopped due to poor management, citing odors and rodents.

On average, 1-3 residents reported a missed bin each week. Their options were to wait for collection the next week, or empty it at the St. Peter's Field food scraps drop off bin. The 12 gallon curbside green bin is 27" tall, making them hard to see by the collection crew, with pervasive on street parking, or if placed behind or between trash barrels or recycling totes. The 21 gallon bin is 32.5" tall, a similar height to a 32 gallon trash barrel. The 65 gallon recycling totes are 43" high. In the expanded program, the City will emphasize the need for the crew to minimize the occurrence of missed bins and to establish liquidated damages for missed "go backs".

After March 30, 2015 and a full year of the pilot, the OPA discontinued weekly data collection and was no longer on the truck. Without the OPA's list and knowledge of bin locations, DPW staff anticipated an increase in missed bins. In response, DPW staff emailed participants asking them to report missed green bins by calling DPW front desk or using iReport, the City's online system to report missed pickups, the same process for missed trash, recycling and yard waste.

Results

Actual material collected averaged 1.7 tons per collection day (52 days) and 85 tons for the year. The pre-pilot estimate was 2 tons per day and 124 tons for the year. The average set out rate was 83%, ranging between 66-89% (the low rate was in February). The estimate before the pilot was 70%. A 66% set out rate is still considered high and indicates people's support and tenacity for the program, even in extreme weather conditions.

Daily weights ranged from 2,781-3,940 lbs and were affected by holidays and weather conditions. For example, in the weeks after Thanksgiving, Christmas and New Year's, weights noticeably increases, averaging 7lbs/HH/wk while the set out rate remained the same.



FIGURE 18: FIRST COLLECTION, APRIL 7, 2014, 3,400 POUNDS.

TABLE 8: ESTIMATED VS. ACTUAL WEIGHTS

	Actual Weight	Estimate Before Pilot
Average pounds per household per week (lbs/HH/wk)	6.6 lbs*	10 lbs
Average weight per week	3,336 lbs. (1.7 tons)	4,000 lbs (2 tons)
Lowest weight	2781 lbs. (1.4 tons)	N/A
Highest weight	3940 lbs. (1.97 tons)	N/A
Total weight 4/7/14-3/30/15	171,543 lbs. (85.3 tons)	248,000 (124 tons)

*Before the pilot, the City estimated 10 lbs/HH/wk of food scraps. During the pilot, the actual average was 6.6 lbs/HH/wk, In the Pre Pilot waste sort there was 7.4 lbs/HH/wk in buildings signed up, which would translate to an 89% capture rate during the pilot. BioBag reports that the MaxAir kitchen container and BioBag reduces the weight of food scraps by 33% through evaporation. Other factors that may lower the lbs/HH/wk of food scraps in Cambridge might be that residents are less wasteful due to more waste reduction education, some participants already compost at home, or some are using food waste disposers.

Table 9 Comparative Pilot and Waste Sort Statistics

Average Trash Per Household Pre Pilot	18.8 lbs/HH/wk
Average Compost in Green Bins	6.6 lbs/HH/wk
Trash Reduction Rate by Composting	35%
Organics Recovery Rate (Weekly Average/ PrePilot Compost in Trash)	89%
Average Recycling in Trash Sorts	1.6 lbs/HH/wk
PRE PILOT Waste Sort 3/10/14	
Unsorted Trash	17.4 lbs/HH/wk
Compost in Trash	7.4 lbs/HH/wk
% Compost in Trash	43%
POST PILOT Waste Sort 4/13/15	
Unsorted Trash	15 lbs/HH/wk
Compost Still in Trash	4.1 lbs/HH/wk
% Compost in Trash	27%**

**25% of the households in post pilot sample were not participating, resulting in a higher amount of compost still in the trash.

Table 10: Reduction in GHG Emissions

	Metric Tons CO ₂ Emissions/Ton of Food Scraps	Pilot Emissions Reduction (85 tons composted)	Equivalent cars/year off the road
Compost Net emissions	-0.20 tons reduced		
Incineration Net emissions	-0.12 tons reduced		
Landfilling Net Emissions	0.69 tons emitted		
Composting vs. Incineration Benefit	-0.08 tons reduced	6.8 Metric Tons CO ₂ reduced	1.5 Cars
Composting vs Landfilling Benefit	-0.89 tons reduced	75.6 Metric Tons CO ₂ reduced	16 Cars
Cambridge's City trash 50% incinerated, 50% landfilled		41.2 Metric Tons CO₂ reduced	9 Cars
The EPA WARM Model includes all factors, such as diesel truck emissions collecting and driving loads to compost facilities. The reductions are based on the pilot total collection, 85 tons.			From EPA CO₂ Calculator ¹

Participant Experience and Surveys

Resident Updates

Staff emailed participants monthly with best practices, program performance including total pounds collected to date, other relevant statistics and seasonal tips. These emails included links to the surveys, event announcements and encouragement to remind their neighbors to sign up after June 2014. These emails can be viewed in the attachments.

Many of the resident emails included some of these “Helpful Tips and Best Practices”:

1. Store the kitchen collector in the refrigerator or freezer to minimize odors or fruit flies, especially in the summer.
2. Use a vinegar trap to catch fruit flies, or store fruit in the refrigerator.
3. Wrap meat and fish scraps in newspaper or paper bags to prevent odors.
4. No liquids, such as grease or soup. Drain excess moisture (i.e. squeeze tea bags). Compost paper napkins and paper towels. Place newspapers in the bottom of curbside green bin to absorb liquid.
5. Always tie bags to avoid loose food in the curbside green bin.
6. In summer, regularly wash curbside bin. Pour soapy water into grassy areas, never into storm drains.
7. Do not put yard waste into the curbside green bin.

¹ EPA CO₂ Equivalencies Calculator: www.epa.gov/cleanenergy/energy-resources/calculator.html

Reducing Trash

In Survey 1 and 4, participants were asked about the amount of trash they generated and the perception of their trash. Over the course of the pilot, this changed:

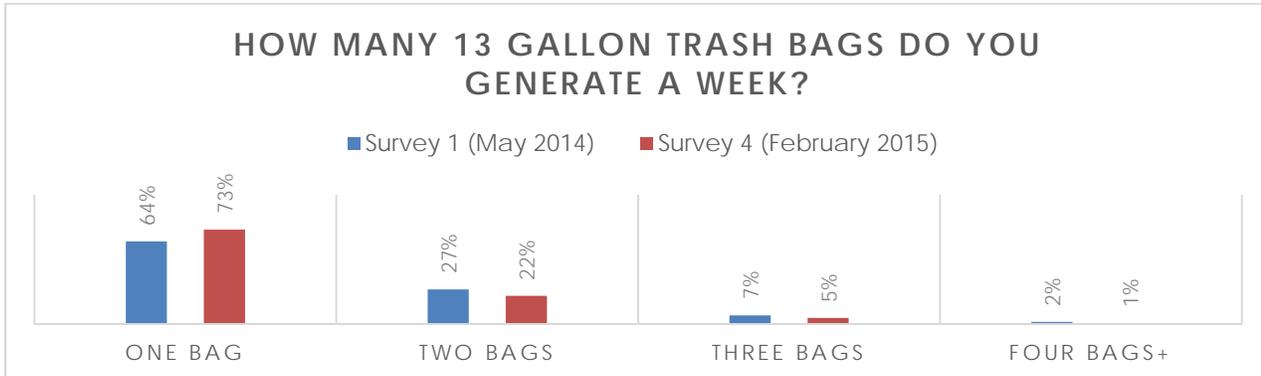


CHART 6: SURVEY 1, QUESTION 5 & SURVEY 4, QUESTION 8

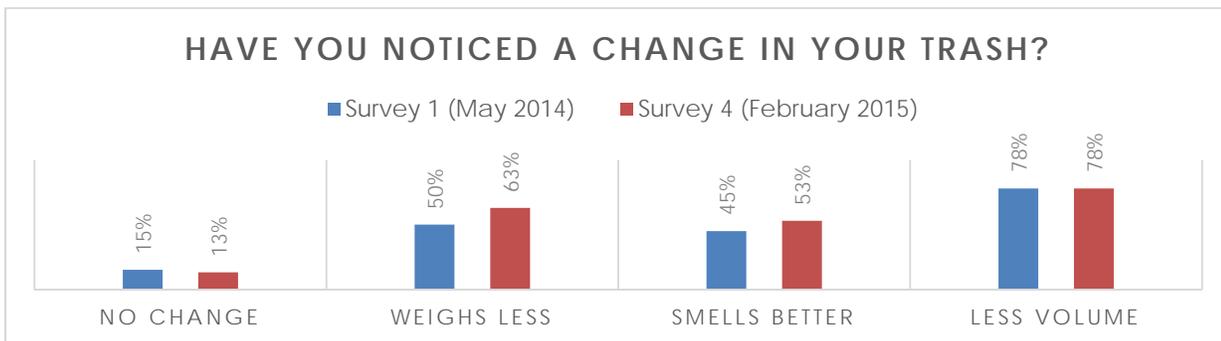


CHART 7: SURVEY 1, QUESTION 7 & SURVEY 4, QUESTION 7

Over the course of the pilot, respondents generated less trash and more respondents perceived that their trash weighed less and smelled better. The reported reduction in weight/volume coincided with the amount of fill levels of the green bins and the trash reduction observed in the waste sorts.

Kitchen Collector

All pilot households received the MaxAir kitchen container (KC) and 150 BioBags. The MaxAir is well ventilated and the compostable BioBags breathe. This design lets heat escape and moisture evaporate. This lets food scraps dry out, which slows the rotting process and avoids odor. Many households liked the MaxAir citing that it takes up less space and fits well under the sink or in the refrigerator door, well ventilated (less odor and lighter), and straight side makes it easier to sweep peelings in from the kitchen counter.

The majority found the MaxAir kitchen container and the 2 gallon bags to be the right size. Note that the BioBags sold at retailers are 3 gallon which gives more slack to tie off bags. In Survey 3, 88% of respondents keep their KC's outside of the refrigerator. In Survey 4, 75% reported never keeping their KC in the fridge: 43% said that they had no need, 40% said they have no space and 11% said they would not want to put food scraps ("garbage") in with their other refrigerated food.

In Survey 3, 88% of respondents continued to use the MaxAir KC's provided to them. Of the respondents who explained why they stopped, 30% cited fruit flies, 27% already had a collection container; 21% had functional issues and 16% found them aesthetically displeasing.



FIGURE 19: MAX AIR KITCHEN CONTAINER



CHART 8: SURVEY 2. QUESTION 11

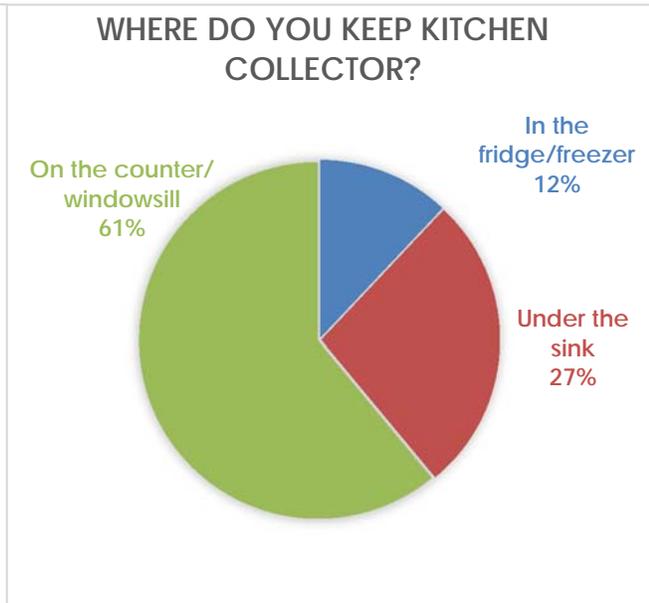


CHART 9: SURVEY 3. QUESTION 4

Sure Close Pilot

In February 2015, 90 households volunteered to try the SureClose kitchen container as an alternative. The primary difference is that the Sure Close has solid plastic sides so is less ventilated. In May, a survey was issued to these households; 55 responded. 84% are still using the Sure Close and 69% prefer the Sure Close over the Max Air.

Many households liked the Sure Close citing that it led to fewer bag breaks with a more solid bottom, easy to clean, lid stays up for counter use and shuts securely, and generally more sturdy. While the Sure Close pilot respondents found the Max Air reduced more moisture, they felt the Sure Close had less odors and preferred it. Since the Sure Close were delivered in February and the Survey was issued in May 2015, participants did not experience it during the summer with warmer weather in concert with odors, moisture, and fruit flies.

City and BioBag staff are evaluating survey responses from the households that tried both related to performance. Considerations are minimizing moisture, odor, ease and convenience of use. BioBag has identified another kitchen container called the “Stelo” that is sturdier construction, well ventilated, and features improved lid design and performance. Ultimately, the City wants a kitchen container that performs best (minimize moisture to reduce odors, weight, and avoid bag breakage) while being easy to use for residents (tops stays open and on, more stable when upright, etc.)



FIGURE 20: SURE CLOSE



FIGURE 21: STELO

Compostable Bags

Most participants had good experiences with the compostable bags. Best practices can resolve any problems. To avoid bag punctures and leaks, avoid overfilling bag, and cut or break scraps first to make the pieces smaller. Replacing the bag 2-3 times per week is key to avoid overfilling, bag rips, and leaks. Given the design of the bags and Max Air containers, moisture is meant to evaporate and heat escape. Continued education around the system will help to manage expectations.

Participants usually change the bag when it is full. However, only 20% of respondents change the bag every 2-3 days, which helps avoid issues. It seems that it takes most households longer than 2-3 days to fill the kitchen container with food scraps. Waiting until the KC is full can cause issues with odor and pests. Note that the bags distributed in the pilot were 2 gallons. Bags sold at retail stores are 3 gallons. The extra space will reduce overfilling and make bags easier to tie off.

Compostable bags should be required or strongly encouraged to ensure continued participation. They minimize the “yuck” factor by keeping KCs and curbside bins clean. This helps to ensure participants stay committed. The City understands that compostable bags are acceptable in windrow composting as well as dry anaerobic digestion, but would be screened out in wet anaerobic digestion systems or in pre-processing facilities that slurry the material for addition to a waste water treatment operation.

The City wants compostable bags to be composted and not separated as residue for disposal. The City’s collection contract for curbside compost will require the hauler to bring organics to a composting or anaerobic digester facility of their choice that is registered with and in compliance with all DEP and other regulations.



FIGURE 22: CAMBRIDGE PILOT BioBAG

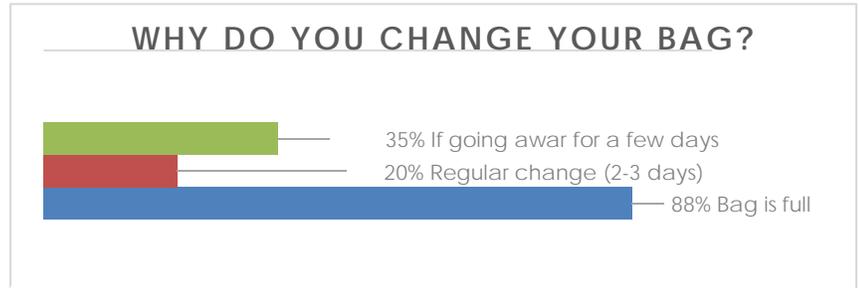


CHART 10: SURVEY 2, QUESTION 8

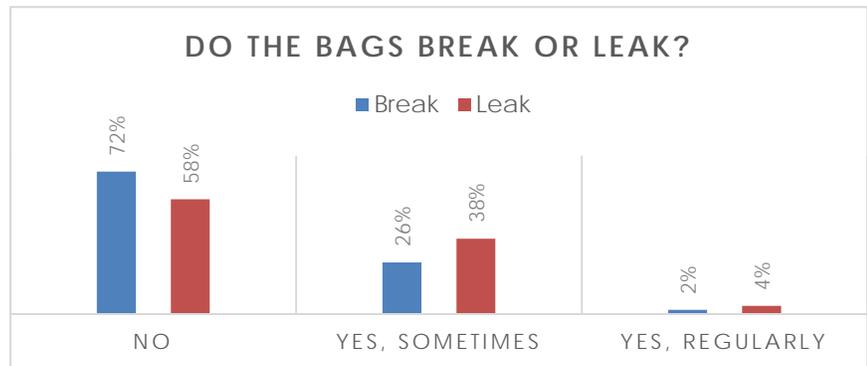


CHART 11: SURVEY 2: QUESTIONS 12+13

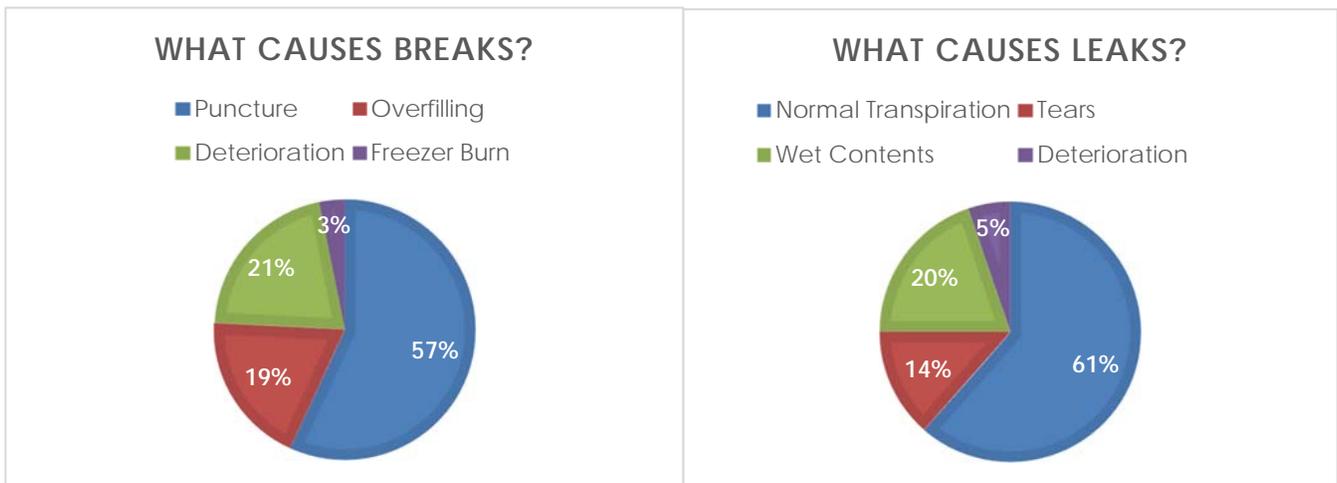


CHART 12: DATA FROM COMMENTS, SURVEY 2, QUESTIONS 12+13

City and BioBag staff worked with local retailers to encourage them to sell compostable bags. Currently, the following retailers sell boxes of BioBags or If You Care bags: Star market, Cambridge Naturals, Pemberton Farms, and Whole Foods. 67% of respondents in Survey 1 report using 2-3 compostable bags per week. A 25 or 30 count box of bags sold at local retailers is \$4.99-\$6.99 a box, or 20-24 cents per bag. Based on these prices, households could pay \$20-36/year for their bag needs. BioBag has extended its Buy One Get One Free coupon to Cambridge residents through April 2016, enabling households to purchase 50 bags for the price of 25, a 50% savings. In other cities, as curbside programs matured and other companies entered the bag market, the price decreased including specially designed paper bags.

Bag usage remained consistent across the seasons, especially with 2-3 bags per week users. The most noticeable shifts were in one bag per week in the summer (18%) to winter (23%) and in 4+ bags per week in summer (15%) to winter (8%).



FIGURE 6: BUY ONE GET ONE FREE BIOBAG COUPON



Chart 13: Survey 1, Question 6 & Survey 4, Question 2-4

Curbside Green Bin

Residences were generally satisfied with both the 12 and 21 gallon Orbis curbside green bins, in size and ease of use. Only one out of ten reported that they are too big, though that gives residences the capacity to take on more participating households.

The respondents' comments indicate that 44% rinse out the bin with a hose with some regularity and 13% rinsed them once or twice. As expected, some participants said that washing the bin is a communal chore that has not been assigned in MF buildings.

Other communities using the Orbis curbside green bins include the City of Toronto and many communities in Ontario, and New York City. Cambridge will continue with these bins and is excited that the new 12 gallon Orbis bin has an extendable handle, making it easier to roll.



FIGURE 24: ORBIS 12 GAL CURBSIDE BIN

FIGURE 25: ORBIS 21 GAL CURBSIDE BIN

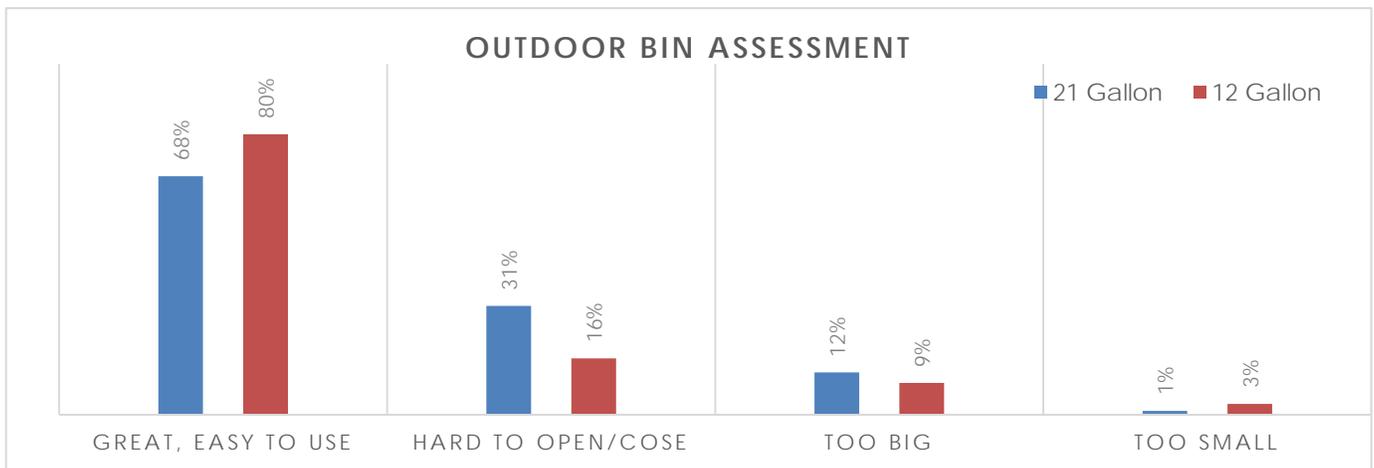


CHART 14: SURVEY 3, QUESTIONS 10+11

Food Scraps

Survey 4 respondents report that for 98% of them, collecting food scraps has become habitual. In every category, more respondents reported collecting that type of food as the pilot progressed. The largest changes occurred in meat/fish, rice/beans/pasta, baked goods and dairy products, perhaps suggesting that people became more comfortable composting these scraps over time.

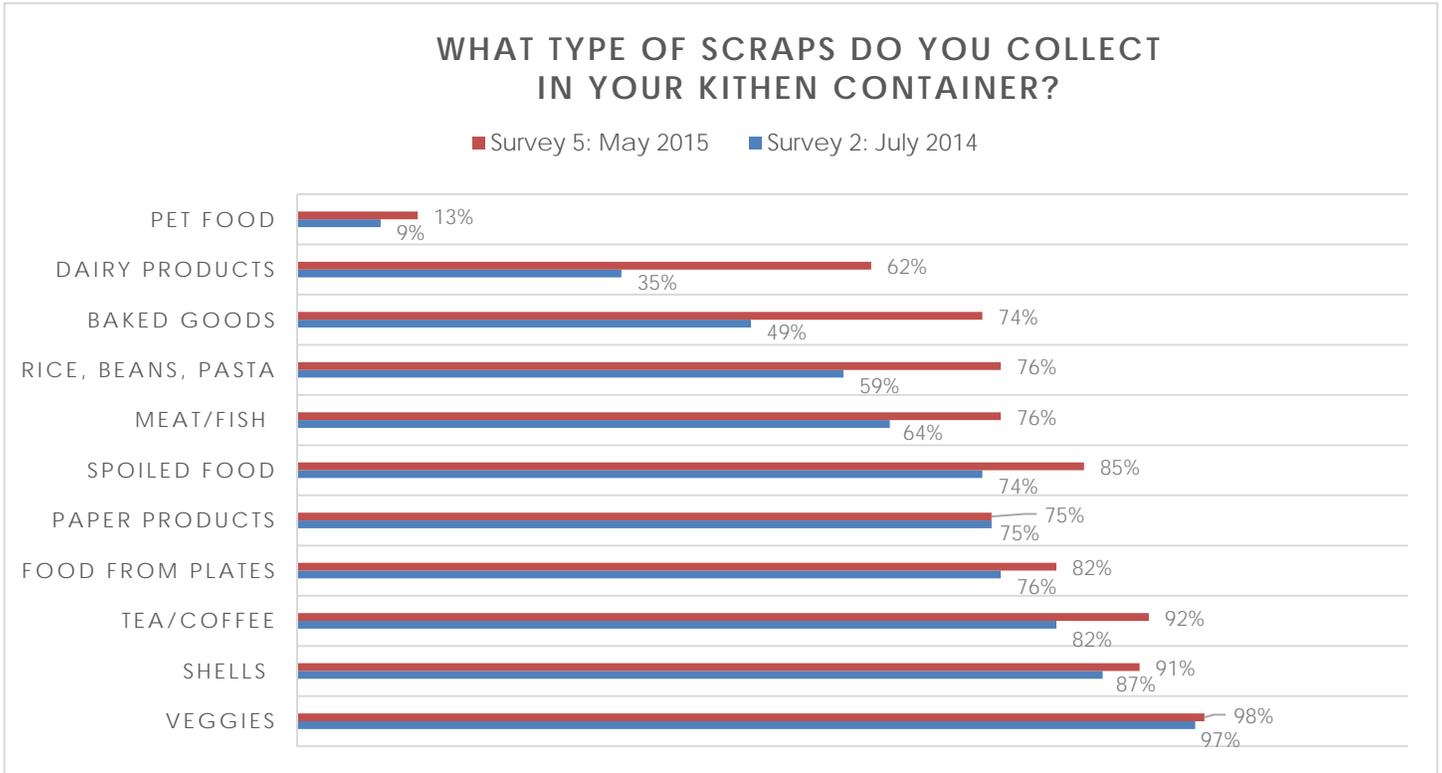


CHART 15: SURVEY 2, QUESTIONS 4+5

Households reported cooking more than eating pre-prepared meals. This increases the amount of food scraps generated. The variance in home cooked meals vs. pre-prepared meals accounts for the green bins in which the OPA would find one partially filled bag and for the bins at single family homes that are nearly full. Voluntary participants may cook at home more than the average household based on food value systems.

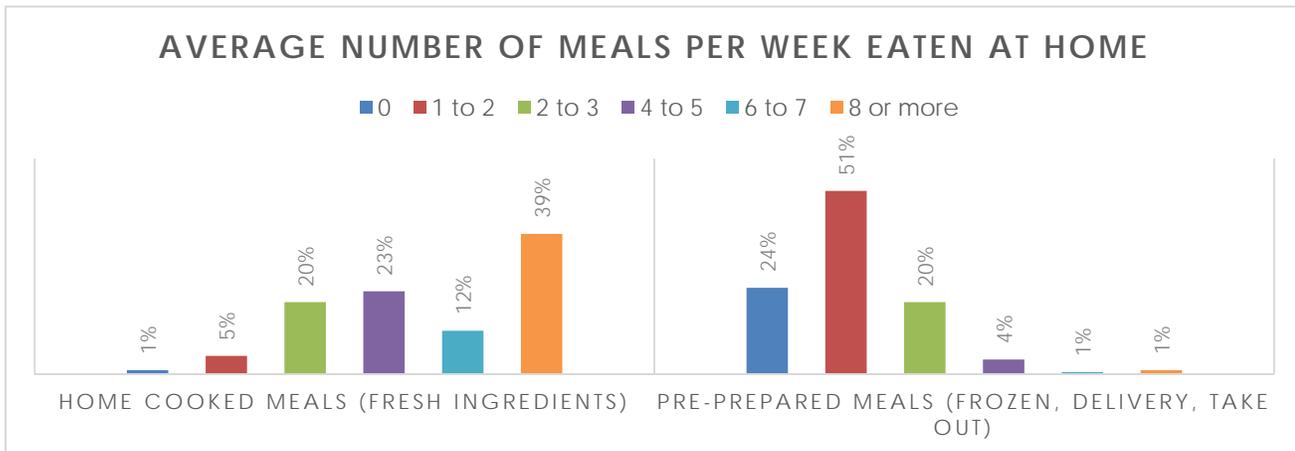


Chart 16: Survey 2, Question 7 & Survey 5, Question 3

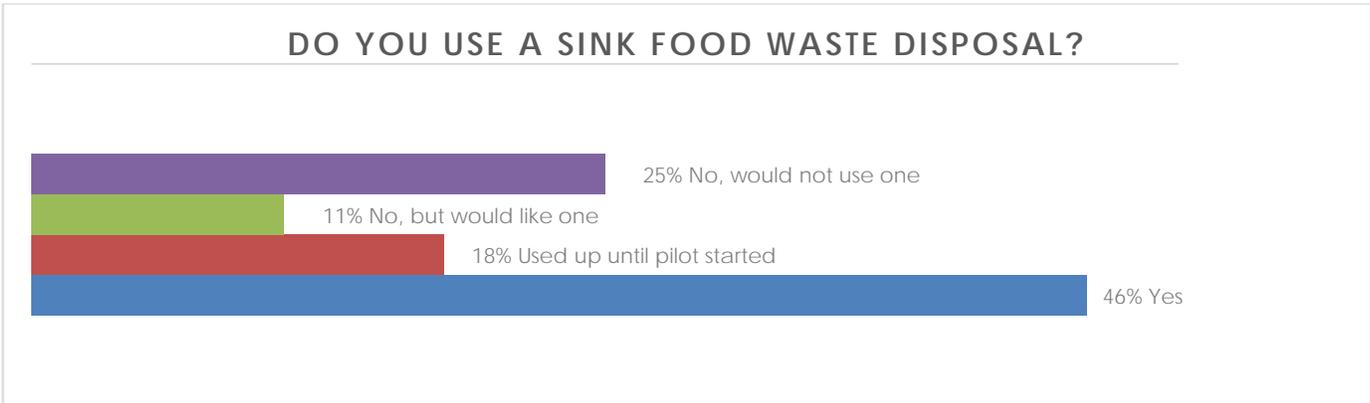


Chart 17: Survey 1, Question 11

46% of respondents choose to use the curbside compost program instead of a food waste disposer (FWD). After two months of the program, 57% feel that they still needed a disposal. In past years, DPW estimated that 30% of households may have a FWD. Curbside composting and properly used FWDs are complementary ways to manage scraps, given that the Deer Island Wastewater Treatment Facility turns solids into a commercially sold compost product and the methane gas is used immediately as renewable energy in the facility. FWDs made by Insinkerator grind food into tiny particles. All particles pass through a 1/2" sieve; most pass through a 1/4" sieve; and, most are collected on a 1/8" sieve.

In Survey 1, participants were asked about their perceptions of what percent of food was being thrown away and how much of that waste could be prevented.

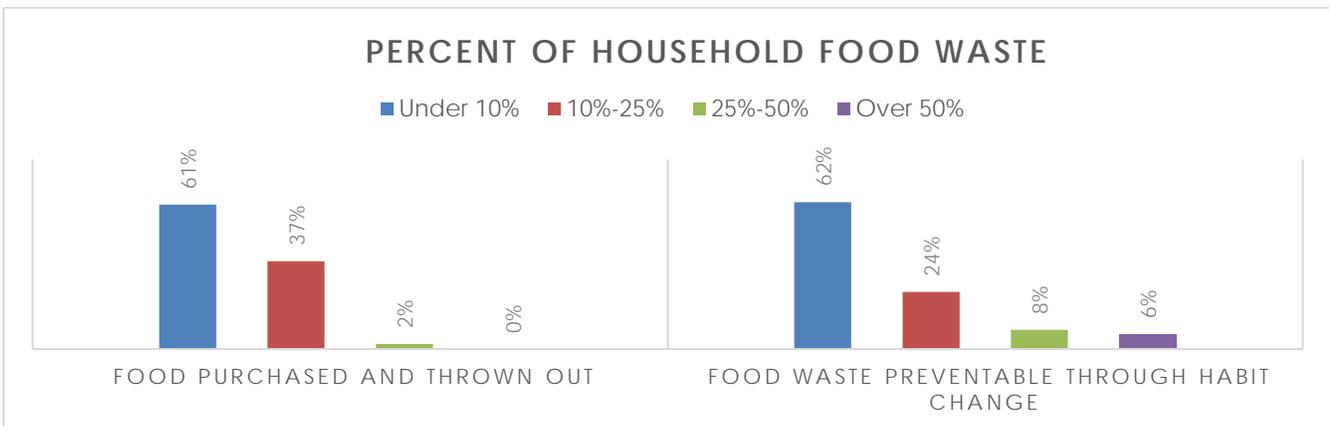


Chart 18: Survey 1, Question 9+10

DPW chose to emphasize ways to reduce food waste in the program messaging. Many resources exist in this area such as:

1. EPA's Food: Too Good to Waste campaign and [King County's campaign](#)
2. [Love Food Hate Waste](#) (Europe)
3. [Think.Eat.Save](#)
4. [Natural Resource Defense Council's report, Wasted: How America Is Losing Up to 40 Percent of Its Food from Farm to Fork to Landfill](#)
5. [Intermarche's Inglorious Fruits and Vegetables campaign](#) (French grocer)
6. [Recycling Works brochure How to Reduce Food Waste, A guide for Businesses and Institutions in Massachusetts and other resources](#)
7. [Book by Jonathan Bloom: American Wasteland, How America Throws Away Nearly Half Its Food](#)



FIGURE 26: TIPS FOR FOOD WASTE REDUCTION

61% of participants report wasting less than 10% of the food they purchase and they could reduce less than one tenth of their waste by changing their cooking or serving habits. However, people may underreport the wasting of food due to lack of true awareness or even guilt. One might guess that the general public might waste even more of the food they purchase and could reduce more of that waste through habit change. Note that the National Resources Defense Council’s report, *Wasted*, states that, “American families throw out approximately 25 % of the food and beverages they buy. The cost estimate for the average family of four is \$1,365 to \$2,275 annually.”

Respondents either thought no tips could help them reduce the amount of food waste (30%) or thought that one or more tips would be useful, the most popular being tips on “Smart Storage” “How to Eat All Leftovers” and “How to Eat Everything Purchased.” These three selections suggest that usually produce was not stored to delay ripening, leftovers were not used in time or frozen, either spoiled before while in the fridge, and less could be purchased in a given shopping trip.



CHART 19: SURVEY 3, QUESTION 16

Odor and Pests

The two most common complaints from households were odors and fruit flies. Best practices to reduce odors and avoid/manage fruit flies were continually addressed in the monthly email updates, which include:

1. Change the bag every 2-3 days.
2. Wrap meat/fish in newspaper scraps.
3. Store the kitchen container in the refrigerator or freezer.

In Survey 2, respondents reported that 66% do not notice odor coming from their kitchen container and 34% do. Other responses included warm weather and contents such as onions.



Chart 20: Survey 2, Question 10

In Survey 3, 72% of respondents reported having fruit flies. More than half of those that did said “only a few in the summer” and “no more than usual”. In prior communications with participants, staff suggested ways to deal with fruit flies and in the same survey, respondents reported on their method of dealing with them:

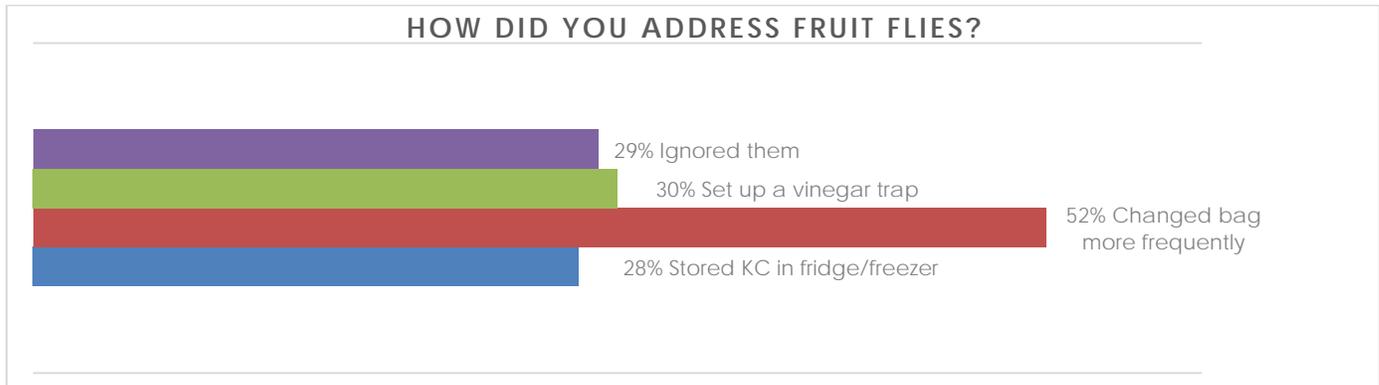


Chart 21: Survey 3, Question 7

About 70% of respondents addressed a fruit fly problem by either changing the bag more often, storing the KC in the fridge/freezer, or using a vinegar trap. Reactions from pilot households may be more patient and responsive than the general public. Staff continually think about ways to encourage storage of scraps in the refrigerator and freezer, especially. The comments on this question provide a nuanced view into this the user experience.

In Survey 3, 20% of respondents reported noticing rodents at their property before the pilot. Of the 3% who cited an increase in rodent activity, the comments suggest that increase was unrelated to the pilot. However, two respondents that had rodent experiences felt that the ventilated sides of the MaxAir KC emitted odors and attracted mice. Squirrels, rats, skunks, raccoons and opossums were also noted in the comments.

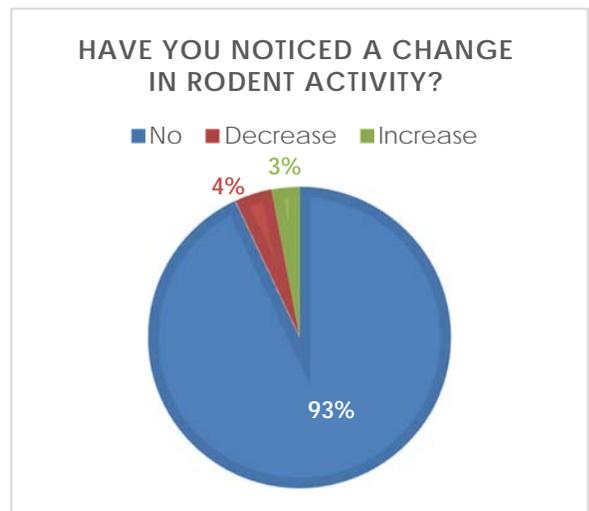


CHART 22: SURVEY 3, QUESTION 9

Conclusion

Lessons Learned

The pilot program revealed several important lessons, as staff plan for the expansion of the program to more households in the Monday collection route:

1. There are two approaches to a voluntary programs. The first is to require households to sign up and request a curbside green bin/kitchen container. In the pilot, this resulted in about 30% participation rate among eligible households. The second approach is to give a green bin to all eligible households – similar to the roll-out of single stream recycling totes. Consultants from HDR Inc, who are extremely well versed in curbside organics programs in Canada, suggest that a “green bins for all” approach results in voluntary participation rates between 40-60% depending on the amount of program promotion to residents.
2. Providing households with a kitchen container is a must. Using compostable bags and strongly encouraging households to use them is also a must, to minimize the “yuck factor” in order to retain participation over time. HDR also suggested the “3Bs” are key to high participation rates for curbside organics programs: giving kitchen Bins, strongly encouraging compostable Bags and Biweekly trash collection.
3. Regular communication with participants is key to share timely best practices and program performance, receive feedback and encourage questions, and thank households for participating and being part of the solution to reduce waste, protect the climate, control trash costs, and create jobs and wonderful soil.

4. Emphasize that storing food scraps in the refrigerator or freezer, and changing the bag every 2-3 days are effective ways to minimize odors and avoid fruit flies.
5. Dealing with missed pickups is tricky when the collection truck is only on the road one day a week. The resident could choose to wait until the following week or use the food scraps drop-off location at St. Peter's field, or if reported by 12 noon the following day, City staff would pick it up.
6. Promote ways to reduce food waste in the first place. Reducing waste is even better than composting, and saves the City both trash disposal fees and compost tip fees. This is a big opportunity since approximately 75% of pilot households compost uneaten food from their plates and spoiled food.

Program Expansion

As discussed previously in this report, the City is planning to expand curbside organics service to eligible households in the full Monday collection route in the fall of 2015. The City created a new full time position, Waste Reduction Program Manager, to work under the direction of the Recycling Director to help launch the program and work on other waste reduction projects. Staff is reviewing collection proposals from private haulers, estimating curbside green bins needed, preparing for bin delivery effort by a contractor, thinking about volunteer needs for door to door outreach, updating educational materials, evaluating which kitchen container to use, and preparing for a target mailing to eligible households and landlords.

Explore Policies that Maximize Participation

The City will need to identify effective policies to drive organics participation higher to maximize diversion and cost efficiency with the new organics program. Future policies may include consistent enforcement (i.e. trash limits – 48 gal per household), financial measures (i.e. pay for excess trash), or convenience (weekly organics and every other week trash collection).

Weekly organics collection with every other week trash collection (EOW).

This policy could significantly reduce trash tons and disposal costs. It could be an excellent complement when the City adopts a Mandatory Organics policy to ensure high participation. In Portland, Oregon, one year after changes to weekly food scraps and EOW trash, residential trash collected curbside decreased by 38% (94,100 tons in 2011 to 58,300 tons in 2012). As seen in Portland, frequency of collection can be an incredibly effective motivator for households that want to get rid of food scraps every week in the green bin, instead of waiting every other week for trash collection.

Every other week trash was introduced in West Vancouver in 2013 and trash decreased by 31%. “The move to biweekly garbage collection gives residents even more reason to use their Green Cans,” said Mayor Michael Smith. “By continuing to adjust service levels for garbage collection, we will meet our regional waste diversion targets of 70% for 2015 and remain one of the most efficient and cost-effective garbage services in the region.” The Peel region in Southern Ontario is moving to EOW trash with weekly organics in 2016.

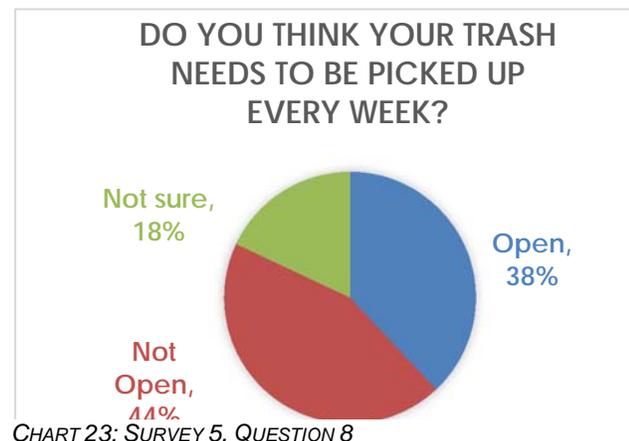
In Survey 5, 44% were not open to EOW trash collection, 38% respondents were open to it, and 18% were unsure. Comments raised concerns about odor, which would be an issue only if residents placed food scraps in the trash bins; and about disposable diapers and pet waste. Further analysis is needed as to how this would be implemented in Cambridge. Recycling staff suggest that the policy would apply to residences with up to six units and that larger multi-family buildings could request extra weekly trash pickups for a fee.

Variable Trash Barrel Sizes & Pricing

The Recycling Director and Recycling Advisory Committee researched cities with zero waste goals, including San Francisco, Seattle, Portland Oregon, Oakland, Austin, and Vancouver. All communities charge for weekly trash collection and charge less for smaller barrels. This could create a new revenue stream for the City to help recoup collection costs.

Mandatory Composting

The City has discussed implementing mandatory composting after the weekly organics service has been introduced citywide. This would complement a shift to every other week trash collection.



Attachments

Publicity Materials

1. A-frame sign
2. Brochure
3. Instruction flyer with kitchen container
4. Curbside green bin sticker on lid
5. Wall posters used at the neighborhood information session
6. Articles:
 1. Boston Magazine – March 26, 2013
 2. EcoRI – August 2, 2013
 3. Wicked Local – April 9, 2014
 4. EPA – May 15, 2014
 5. Biocycle – July 1, 2014
 6. Scout Cambridge – March 10, 2015
 7. Edible Boston – July 1, 2015

Communication with Participating Households

1. Sign up form
2. Letter to landlords
3. Green bin delivery notices
4. Monthly email updates (March 2014-May 2015)
5. Post-delivery outreach script March 2014
6. Door to door outreach script June 2014

Feedback from Participating Households

1. Survey 1
2. Survey 2
3. Survey 3
4. Survey 4
5. Survey 5
6. Survey 6

Project Materials

1. Map of pilot area
2. Processing contract with Rocky Hill Farm
3. Database screenshots

Heard the good news?

Cambridge is Starting a Pilot Program for...



CURBSIDE COMPOST PICKUP

In April 2014, the City will begin a one year pilot program for curbside pickup of food scraps from residents. Participation is voluntary and free.

By December 20, 2013, our goal is to recruit 500-800 households in a specific section of North Cambridge. This is an exciting initiative for our community as we become more green and sustainable.

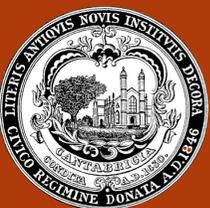
Eligible residences must be in the green area on the map, get City trash service, and your home can be a single family, or a multi-family building with up to 12 units. Please tell your neighbors about the program.

Participating households will get a kitchen container with a year's supply of BioBags, a curbside compost bin (to share at multi-family buildings), free collection on your normal pickup day, and more!

Compost is nature's way of recycling food scraps into excellent soil used to grow healthy and delicious food. Curbside compost pickup is a great way you can reduce waste, protect the climate and help the City control trash costs. Composting is a good thing and you'll be amazed at how little trash remains!



North Cambridge Neighborhood Eligible for the Pilot

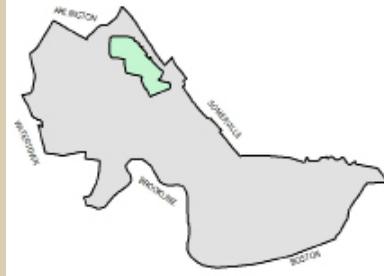


Learn more and sign up at by December 20, 2013:
CambridgeMA.Gov/CompostPickup

617.349.4815 TTY 617.499.9924

Starting in April 2014....

Cambridge is starting a one-year pilot program for curbside compost pickup! Participation is voluntary. Please tell your neighbors about the program. The City's goal is to recruit 500-800 households from a specific section of North Cambridge (in green on the map). This is an exciting initiative for the Cambridge community as we become more green and sustainable.

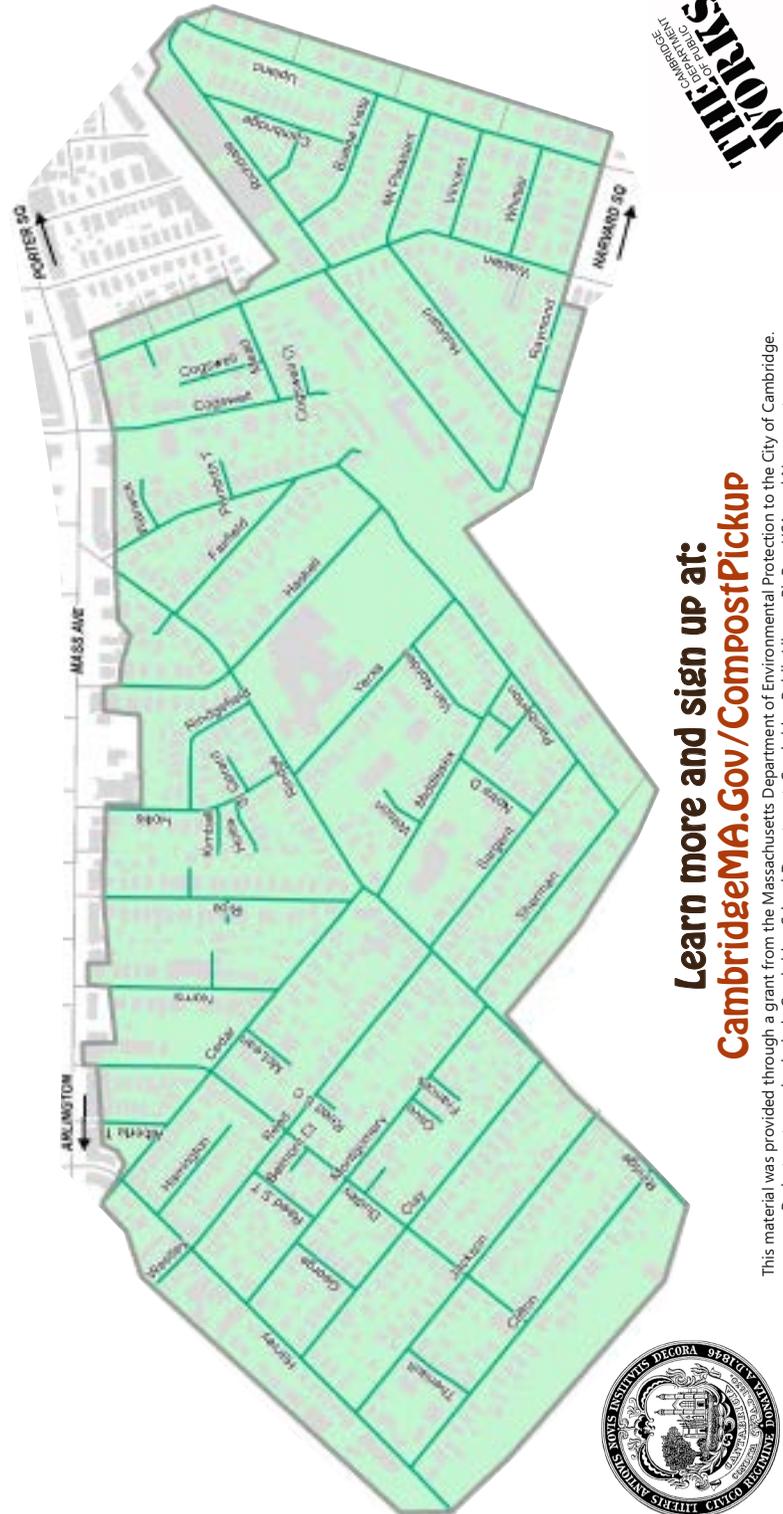


If you want to participate:

- 1** You must live in the green area on the neighborhood map.
- 2** Your residence must get City trash service.
- 3** Your home can be a single family, or a multi-family building with up to 12 units.
- 4** You must complete the "I'm Interested" form at CambridgeMA.Gov/CompostPickup.
- 5** We will confirm your eligibility and be in touch this fall with more details.

**Space is limited.
Sign up by December 20, 2013.**

North Cambridge Neighborhood Eligible for the Curbside Compost Pilot Program



Learn more and sign up at:
CambridgeMA.Gov/CompostPickup

This material was provided through a grant from the Massachusetts Department of Environmental Protection to the City of Cambridge. Project partners also include Cambridge School Department, Cambridge Public Library, BioBag USA, and Novamont.



Heard the good news?

Cambridge Started a Pilot Program for...

CURBSIDE COMPOST PICKUP!



Why Compost?

Composting is nature's way of recycling food scraps. Curbside compost pickup is a great way you can reduce waste, protect the climate and help the City control trash costs. Compost is excellent soil used to grow healthy and delicious food. Farming with compost saves water and reduces pesticides. Composting is a good thing and you'll be amazed at how little trash remains!

COMPOST THAT STUFF

Participating Households Will Get:

-  A green kitchen container to collect food scraps and soiled paper
-  A year's supply of Biobags to line your kitchen container
-  A green curbside compost bin (to share at multi-family buildings)
-  Free collection on your normal pickup day by City crews
-  A few requests during the pilot to answer online surveys
-  Finished compost great for gardens at the Recycling Center Apr-Oct during open hours (147 Hampshire St, Tu/Th 4pm-7:30pm & Sa 9am-4pm)



kitchen container (2.5 gallon)

To Avoid Odor...

The kitchen container is ventilated and the BioBags breathe.

This design lets heat escape and moisture evaporate. This lets food scraps dry out, which slows the rotting process and avoids odor!

The curbside bin is a durable plastic bin on wheels with a secure locking lid.



curbside bin (12, 21, or 32 gallon)

Remember, reducing waste is even better than composting.

Whatever food you love, you can reduce waste and save money! Here are some tips to get you started:

-  **Make It Last**
Storing your food the right way in your fridge, freezer and cupboard will keep it fresh longer.
-  **Portion & Plan**
Plan meals, write (and stick to) a shopping list. Get your portions right and eat the food you buy.
-  **Love Your Leftovers**
Use leftovers for lunch or a base for a new meal. Use up produce in smoothies, soups, frittatas, and casseroles.

What Can Be Composted?



- ✓ **All Food Scraps**
Including vegetable & fruit scraps, coffee grounds, meat & bones, dairy, cereal, seafood, eggshells, nutshells, baked goods, candy, and even spoiled food.
- ✓ **All Soiled Paper**
Including used napkins, paper towels, paper bags, coffee filters, tea bags, waxed paper, and paper sandwich wrappers.
- ✓ **Other Compostables**
Including paper and plastic products certified by the US Composting Council, flowers, houseplants, potting soil, wooden clementine boxes, and pet food.



Learn more and sign up at:
CambridgeMA.Gov/CompostPickup

617.349.4815
TTY 617.499.9924

Do Not Compost:

No grease, no liquids, no diapers or baby wipes, no pet or human waste, no plastic bags or plastic, no metal, glass or styrofoam, no cigarette butts, and no dryer lint or dryer sheets.

Thank you for signing up!

Weekly Pickup of Curbside Compost Starts April 7th...



curbside bin

Thanks for signing up for the City's exciting initiative to collect food scraps for compost pickup. Once you start composting, you'll be amazed how little trash remains! Please see the reverse side for more info and tips.

This pilot will run until March 30, 2015. Multi-family residences: please encourage all your building neighbors to sign up, if they have not yet done so. Pickup is Mondays, same day as recycling and trash. During holiday weeks, pickup is delayed one day.

Line kitchen bin with compostable bags to collect food scraps. The design of the bin and bags, lets heat escape and moisture evaporate, practically eliminating odors. Place full bags of food scraps in curbside bin 2-3 times/week or if you're going away. No loose food scraps in curbside bin. Always latch lid closed. Place curbside bin at curb for weekly pickup, even if it isn't full.

Remember, reducing waste is even better than composting. Whatever food you love, you can reduce waste and save money. Plan ahead when shopping. Store groceries properly to avoid spoilage. Right size portions. Love your leftovers. Trust your senses to check if food is still good.

CambridgeMA.Gov/CompostPickup

617.349.4815

TTY 617-499.9924

**THE
WORKS**
CAMBRIDGE
COMMITMENT
TO
SUSTAINABLE
COMMUNITY

This material was provided through a grant from the Massachusetts Department of Environmental Protection to the City of Cambridge. Project partners also include Cambridge School Dept, Cambridge Public Library, BioBag USA, and Novamont.



What to Compost:

✓ All Food Scraps

Vegetable & fruit scraps, coffee grounds, meat & bones, dairy, cereal, seafood, eggshells, nutshells, baked goods, candy, even spoiled food.

✓ All Soiled Paper

Used napkins, paper towels, coffee filters, tea bags, paper bags, waxed paper, paper sandwich wrappers.

✓ Other Compostables

Paper & compostable plastic products certified by the US Composting Council, wooden, clementine boxes, houseplants, potting soil, pet food.



COMPOSTABLE
IN INDUSTRIAL FACILITIES

BPI®



kitchen bin

Do Not Compost...

No liquids, such as grease or soup. No plastic bags or plastic, diapers, baby wipes, pet or human waste, cigarette butts, metal, glass or styrofoam, dryer lint or dryer sheets.



Helpful Tips...

- ✓ No liquids. Drain excess moisture (i.e. squeeze tea bags).
- ✓ Wrap meat & fish scraps in newspaper or paper bags to prevent odors.
- ✓ Place wooden clementine boxes next to curbside bin at curb.
- ✓ Clean kitchen bin in sink or dishwasher.
- ✓ Clean curbside bin outside and drain liquids onto the grass. Never pour wash water in a catch basin, which goes to the Charles River.



FOOD SCRAPS ONLY

What Can Be Composted?

- ✓ All food scraps in compostable bags
- ✓ All soiled paper
- ✓ Other certified compostable products

Do Not Compost:

No grease, liquids, pet or human waste, plastic bags, metal plastic, glass or styrofoam, or trash.

No loose food scraps.
Wrap meat and fish scraps in newspaper or paper bags to prevent odor. Always latch lid closed.



Store this bin outside, ideally in shade.
Place bin at curb for weekly pickup on your regular day, even if it isn't full.

For details visit: [CambridgeMA.Gov/CompostPickup](https://www.cambridge.gov/compostpickup)

**6 WALL POSTERS
USED AT THE
NEIGHBORHOOD
INFORMATION SESSION**

Why Is Compost A Good Thing?

It's nature's way of recycling food scraps and compost makes wonderful soil to grow healthy food.

It's good for the environment. Reducing waste feels good. Love food, hate waste!

It helps protect the climate by reducing potent greenhouse gas emissions at landfills.

Curbside compost collection will help the City control trash costs and meet its goals to reduce trash 30% by 2020 and 80% less by 2050.

Farming and gardening with compost requires less water and helps to avoid the use of fertilizers and pesticides.

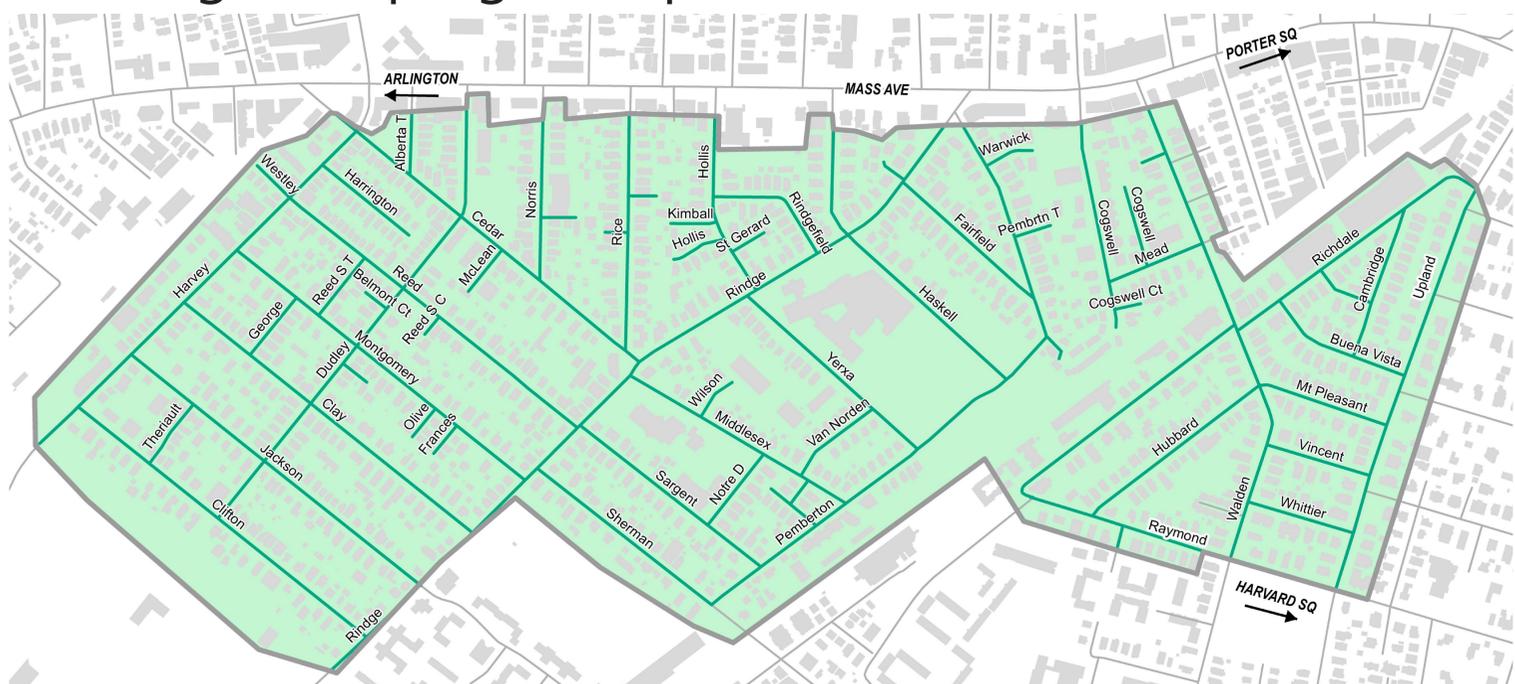


Who Can Participate In The Pilot?

Participation is voluntary for residents in a specific area of North Cambridge, in green on the map. This is part of the Monday collection route. Residences must have city trash service. Your home can be a single-family, or a multi-family building with up to 12 units. Space is limited to 500-800 households.

Sign up by December 20, 2013 at: CambridgeMa.Gov/CompostPickup. If you can't sign up online, call us at 617-349-4815.

All interested households must submit the "I'm Interested" form. We need info from each interested household in approved buildings, to ensure they receive bins, bags and program updates.



Can I Participate If I Already Compost At Home?

Yes! In fact, we encourage you to do so. This is a great way to keep other food scraps and soiled paper out of the trash.

The curbside compost program can be a great addition to your home compost system since some materials (such as meat, seafood, dairy, pet food) cannot be composted in a backyard compost system, but they are accepted in the curbside compost pilot program.

If I'm Not Eligible, What Are My Options?

All Cambridge residents have several composting options:

1. Compost At Home...

Many residents compost at home with a backyard bin, or indoors with vermicompost worm bin.

2. Drop-Off Food Scraps... 3 Locations!

City Recycling Center @ 147 Hampshire Street, near Inman Square. Open hours (Tues/Thurs 4pm-7:30pm and Sat 9am-4pm). The compost toters are placed in front of the bin for scrap metal.



Cambridge Community Center @ 5 Calendar Street. The compost toters are kept on Howard Street . Use the combo lock code: 480 to open the toters. Please make sure to replace the locks.

Whole Foods Market @ 115 Prospect Street. Customers may bring food scraps everyday, 7:30am-10:30pm. The compost toters are in the rear of the parking lot on the left.

3. Curbside Pickup By Bicycle

Three local companies offer this service for a fee:
Metro Pedal Power (www.metropedalpower.com)
Bootstrap Compost (www.bootstrapcompost.com)
City Compost (www.citycompost.com)

When Will The Program Begin And End?

The program will run from April 7, 2014 through March 30, 2015 with weekly Monday curbside pickup. During holiday weeks, collection is delayed one day.

Check the online schedule for holidays including New Year's Day, Martin Luther King Day, President's Day, Patriot's Day, Memorial Day, July 4th, Labor Day, Columbus Day, Veteran's Day, Thanksgiving and Christmas.

How Will The Program Work?

If you are a renter, please tell your landlord about your interest in the program and you both know who will set out the green curbside bin for weekly collection. This person should be the one who sets the trash barrels and recycling totes at the curb for weekly collection.

Throughout the week place food scraps and soiled paper in your kitchen container, lined with a compostable BioBag.

Remove the bag when it gets full or if you will be gone for a few days. Tie it and place in the green curbside bin.

Set your green curbside bin out for weekly pickup, even if it is not full. Place next to your trash and recycling after 6 pm the night before collection or by 7 am on collection day.

A dedicated DPW truck will come by to empty your green curbside bin.



What Will Participating Households Get?

Each participating household will get the following for FREE:

- A green kitchen container to collect food scraps (2.5 gallon)
- A year supply of compostable BioBags to line your kitchen container. 150 bags, enough to tie off bags 2-3 times a week, when it is full or if you will be gone for a few days.
- A green curbside bin. The bin is durable plastic, on wheels, and has a secure locking lid. A 12-gallon bin for single family homes and a 21-gallon bin for multi-family buildings to share among households. Multi-family buildings can request another bin if one is not enough.
- Weekly collection on your normal pickup day by City crews.
- A few requests during the pilot to answer online surveys.
- Finish compost great for gardens available at the Recycling Center April-October during open hours (147 Hampshire St, Tu/Th 4pm-7:30pm & Sat 9am-4pm)

How Can I Avoid Odor And Pests?

The kitchen container is ventilated and the compostable BioBags breathe. This design lets heat escape and moisture evaporate. This lets food scraps dry out, which slows the rotting process and avoids odor.

Important tips:

- Wrap meat, fish or shellfish in newspaper or paper bags first.
- No liquids or grease. Drain excess liquids from food and squeeze out items like tea bags.
- Store the bin outside. Make sure the bin is locked after placing bags of food scraps inside. If possible, store in a shady and well ventilated area.
- Place the bin out at the curb for weekly pickup, even if it isn't full.
- Never place loose food scraps in your curbside bin, or on the ground.
- When needed, rinse your kitchen container, or clean in the dishwasher.
- If needed, clean the curbside bin with soap and water. Drain liquids onto a grassy area. Wash water should never enter a catch basin because it goes straight to the Charles River.

Where Will The Food Scraps & Soiled Paper Go?

A DPW truck will take the food scraps and soiled paper to a large scale composting facility called Rocky Hill Farm in Saugus, Massachusetts (15 miles from Cambridge).

The material is loaded into their in-vessel digester. In 3 days, the material is completely broken down into compost. The digester is a rotating drum 53 feet long, 10 feet in diameter, with a capacity of 150 cubic yards.

The drum turns once every 15 minutes and temperatures reaches between 140-160 degrees. The material is then put into windrows (long neat piles) for four weeks to fully mature. The next stage is to screen the compost and remove any large particles.

The finished compost is sold to farmers, gardeners, and landscapers. The compost can be spread on fields to grow vegetables, used as a soil amendment, turf dressing, erosion control, potted plants or used in heavy soils to increase drainage.

Residents can get small amounts of the finished compost, great for gardens at the Recycling Center from April-October during open hours (Tu/Th 4pm-7:30pm & Sat 9am-4pm). The Center is located in the rear of the Public Works yard at 147 Hampshire St, near Inman Square.



What Can Be Composted In This Program?

All Food Scraps

- ✓ All Vegetable & Fruit Scrap
- ✓ Coffee Grounds
- ✓ Meat Scraps & Bones
- ✓ Dairy Products
- ✓ Seafood & Shells
- ✓ Eggshells & Nutshells
- ✓ Breads, Cereal & Pasta
- ✓ Baked Goods
- ✓ Cookies & Candy
- ✓ Even spoiled food



All Soiled Paper

- ✓ Used Napkins & Paper Towels
- ✓ Paper Bags
- ✓ Coffee Filters
- ✓ Tea Bags & Paper Sugar Packets
- ✓ Waxed Paper & Paper Sandwich Wrappers
- ✓ Paper Clamshell Takeout Containers (i.e. from Whole Foods)

Other Compostables

- ✓ US Composting Council certified Compostable Bags and Products
- ✓ Houseplants, Flowers & Potting Soil
- ✓ Wine Corks & Wooden Coffee Stirrers
- ✓ Wooden Clementine Boxes
- ✓ Pet Food



Do Not Compost:

- ✗ No Grease or Liquids
- ✗ No Diapers or Baby Wipes
- ✗ No Pet or Human Waste
- ✗ No Plastic Bags or Plastic
- ✗ No Metal, Foil, Glass, or Styrofoam
- ✗ No Cigarette Butts
- ✗ No Dryer Lint or Dryer Sheets

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Officials Want a Curbside Compost Pickup Program in Boston

City Councilors will discuss a proposal to introduce a city-run effort to haul away food scraps.

By Steve Annear | Boston Daily | March 26, 2013, 12:40 p.m.

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PHOTO VIA FLICKR AND SZCZEL

Recognizing the environmental benefits of recycling excess food and scraps to be used as fertilizer, Boston officials are eyeing a curbside compost pick-up program so the decaying matter can help landscape city parks, or be sold off to local farmers.

“Compost is rich in nutrients, improves the water-holding capacity of soil and encourages good root structure while reducing or eliminating the need for chemical pesticides, making it a great material for use in gardens, landscaping and agriculture,” according to a petition filed by City Councilors Matt O’Malley and Felix Arroyo.

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Going beyond the city’s recycling efforts, the pair of officials wants to implement a pilot program that would collect compost at peoples’ curbsides so it could benefit the local agriculture. According to Arroyo and O’Malley, city-run curbside composting programs have existed in over 90 cities in the country, some for decades, including Portland, Oregon, Seattle, and San Francisco.

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“We did some more research into it...when you see a city like San Francisco, they reduced their trash by 78 percent,” says Arroyo, adding the idea to bring a program to Boston stemmed from a community meeting with Jamaica Plain residents. “In Portland, they got so good at this that they do trash pickup every two weeks, instead of every week, because there isn’t too much trash anymore. We see some potential here as to what’s possible in a large city. Anytime we reduce what’s going into our landfills we have done something very good, and that’s what this is about.”

In 2012, across the Charles River, Cambridge officials kicked-off their own feasibility study with plans to roll-out a compost collection program with curbside pickup at more than 800 participating households. As the idea develops in Cambridge, the city is also looking at 10 sites where they could dump the food waste for composting purposes, something O’Malley and Arroyo would like to mirror. “The finished compost can be used for landscaping in Boston’s parks and gardens or could be sold to local farmers, creating a full circle of food returning to food for Boston,” according to a request for a public hearing about the prospect filed by the city councilors on March 20.

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The full City Council will hear remarks from the duo during a scheduled meeting on Wednesday, March 27, before sending the request to the appropriate committee for a public hearing and review.

Boston already has a program that collects compost from businesses and households, but it isn’t run or funded by the city. Jamaica Plain-based start-up Bootstrap Compost takes trips around Boston by bike, picking up food waste from constituents and contracted business owners. To date, the company has 400 residential customers and 21 commercial customers, and has diverted more than 170,000 pounds of food scraps for composting in the past two years. O’Malley and Arroyo plan on inviting Bootstrap Compost representatives, as well as members of Boston’s Department of Public Works, to the tentative public hearing to discuss the benefits of a city-wide curbside pick-up program.

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ADVERTISEMENT  **Cambridge Takes Food-Scrap Diversion Seriously**

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By FRANK CARINI/ecoRI News staff

CAMBRIDGE, Mass. — Food scrap accounts for at least 10 percent of all municipal solid waste generated in the state, or nearly 900,000 tons annually, the Massachusetts Department of Environmental Protection (DEP) estimates.

In hopes of lessening the considerable amount of food scrap being needlessly wasted, state officials approved a solid waste disposal ban that, beginning next year, applies to businesses and institutions disposing of a ton or more of food weekly.

In the meantime, the DEP estimates that less than 5 percent of all food scrap generated in Massachusetts is being diverted to composting operations and backyard compost bins. And much of that valuable material likely originates in Cambridge.

Since the early 1990s, the city has been advocating and supporting [backyard composting](#). In 2004, local officials and volunteers began teaching vermicomposting — composting with worms — to residents with limited outdoor

space for a compost pile or bin.

Four years later, in 2008, the city began collecting food scrap at public schools and a few drop-off locations. Today, lunchroom composting is conducted at seven of the city's 13 public schools and there are three **drop-off locations** — the Recycling Center on Hampshire Street, the Cambridge Community Center on Callender Street and at the Whole Foods Market in Central Square.

“A lot of residents didn’t want to wait around for us to start a curbside collection program,” said Randi Mail, the city’s recycling director. “The city was motivated to start these programs by climate protection, reducing our waste stream and to save money.”

The city currently pays \$75 a ton for waste disposal. The three drop-off locations collect about 50 tons of food scrap annually, according to Mail.

Among the materials accepted at these locations are: vegetable and fruit scraps, coffee grounds, filters and tea bags, eggshells, grains and baked goods, meat, fish, bones and cheese wrapped in newspaper or paper bags, food-soiled napkins and paper towels, food-soiled biodegradable paper products, and wine corks.

The city’s Department of Public Works recommends that food scrap be collected in a paper bag, 5-gallon pail or another reusable container.

Among the items not accepted are liquids, grease, Chinese food takeout containers, plastic, Styrofoam, pet waste, diapers and yard waste.

Local residents also have the option of having their food scrap collected by **Metro Pedal Power** or **Bootstrap Compost**. The DPW also funds a residential food-scrap collection program at the Cambridge Community Center.

The city’s food-scrap diversion efforts, however, go beyond residential. In 2006, the city implemented a food-scrap collection program for businesses. Today, 70 businesses separate food scrap from their waste stream.

Save That Stuff, a Charlestown-based recycling hauler, and several other private haulers pick up the food waste and bring it to composting facilities in Massachusetts.

Statewide there are some 30 food and organic material composting operations, with a combined permitted capacity to accept nearly 150,000 tons annually. However, many of these facilities aren’t located near primary food scrap sources and some aren’t being fully utilized.

This April, the city also will begin a curbside pilot program. The Massachusetts Department of Environmental Protection (DEP) awarded the city a 2.5-year grant for up to \$67,000 to research, plan and possibly implement a pilot curbside food-scrap collection program for residents.

The pilot program, Mail said, will help reduce the city’s greenhouse gas emissions and will help achieve the city’s goals to reduce its waste stream by 30 percent by 2020. The initiative came in response to public demand, which was demonstrated by a March 2011 City Council resolution in support of curbside composting.

About 800 households — from single-family homes up to 12-unit buildings — in the Porter Square/North Cambridge area will participate in the yearlong pilot program. Participating households will receive a food-scrap container and a year’s supply of 3-gallon compostable bags to line the container.

Once full, participants will place the bag in a sturdy plastic curbside bin with a locking lid.

The program will run one day a week for a year. City officials estimate the pilot will keep about 124 tons of food scrap out of Cambridge's waste stream. The city has identified 10 possible compost facilities, and tip fees range from \$40 to \$80 per ton. Sites that could accept loads include Rocky Hill Farm in Saugus, Brick Ends Farm in Hamilton and WeCare Environmental in Marlborough.

If the pilot is successful, a voluntary citywide program would be phased in, according to Mail.

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By Marc Filippino

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April 09, 2014 1:08PM

Cambridge rolls out first East Coast compost-pickup program

Monday morning, more than a dozen people stood outside of an Upland Road home, paying a tremendous amount of attention to a garbage truck and a little green bin.

But Monday, April 7, was anything but a normal trash pickup day. The excitement was over the city's new pilot curbside composting program. The project, which will run until March 30, 2015, will pick up compostable items from around 900 residences and households in North Cambridge.

The program is intended to help cut down the city's greenhouse gas emissions and reduce the waste streams by 80 percent in 2050, according to Randi Mail, director of recycling.

"We want to make sure people are participating," Mail said. "We want to see those little green bins; it's going to be a sign of success."

Beginning in October, the Department of Public Works began accepting applications for volunteer residents to participate in the pilot. To lessen trash, participants will throw compostable items, such as food, paper items and items with a compost label (two chasing arrows crossing through a leaf), into a biodegradable bag to be collected weekly. Mail estimates a household could produce up to 10 pounds of compost every week.

"The more [my wife and I] read about the program we found out you could include meat and bones and paper towels, which is great because paper towels are the majority of our weekly trash," said Henry Feild, 28, whose green bin acted as the inaugural compost disposal during the ceremony.

"I think this will cut our trash in half. We're down to a bag of trash a week and I think we can get down to a half a bag," Feild added.

Trash reduction, one bin at a time

During a practice run of the pilot program a week prior, participating households produced a total of six tons of trash, according to Mail. Over the next year, Mail hopes curbside composting will reduce that number from anywhere from 10 to 50 percent.

The DPW is closely tracking the progress of the pilot program, sending someone out on the weekly route to see how many households remember to put out their composting bins and how much is in each. The department is extending a helping hand by aggregating an email list for the participants and reminding them to put their bin out onto the street, along with their trash and recycling.

The residents selected for the pilot run were from North of Upland Road to Harvey Street. Each household is required to be less than 13 units so the city may establish best practices for larger multi-family buildings.

But for those in North Cambridge who weren't picked for the pilot program, DPW set up a drop-off composting site located at St. Peter's Field on Sherman Street.

Once all the neighborhood's compost is rounded up, it's taken to an in-vessel digester at Rocky Hill Farm in Saugus. After a roughly five-week process, the compost that was once in Cambridge residents' bins becomes rich soil available for purchase.

And while Mail is excited about the possibility of reducing trash and increasing compost, she hopes the pilot program will help reduce food waste in its entirety.

"It's shocking to know that 40 percent of the food produced in this country is wasted," Mail said. "This is a real opportunity to reduce waste, because composting is important, but it's secondary to reducing waste in the first place."

Composting across the country

Cambridge is one of the first cities on the East Coast to pilot a curbside compost program, according to the DPW. But composting has become popular elsewhere in North America — from San Francisco and Seattle to Madison, Wis., and Toronto.

Madison, which is closest to Cambridge's population with 233,209 people, rolled out its curbside composting pilot program in 2011. Madison and Cambridge have a similar number of participants with 500 Madison households and six businesses. Their numbers will increase in July to 1,600 households and 30 businesses.

Madison's recycling coordinator, George Dreckman, said the feedback from volunteers in the city's pilot have been positive, with residents claiming they're not putting out as much trash.

"People want a strong environmental effort and have really embraced this," Dreckman said.

The pilot will continue until 2017 in order to get the data required to adequately roll out a fulltime program. The city is even looking at several locations to put in a digester within or close to Madison's borders.

But Madison's successes haven't come without some tweaks. Dreckman said the program originally allowed dirty diapers before regulations started to classify it as sewage sludge.

And even with diapers banned, Dreckman said residents have to contend with a strong smell from compost bins, and even maggots during summer months.

"This is yucky stuff and it's in our garbage already, but in trash it's broken up with other things," Dreckman said. "Now you're concentrating slimy stuff in one spot. Maggots get a lot more noticeable. We joke that if we didn't haul it out to the transfer station, it would haul itself out."

Mail believes Cambridge's pilot design has helped avoid that problem by providing bins that expose the compost to air, drying it out and decreasing the smell.

Feild said he's yet to see what smells the project may bring.



Mayor David Maher, left, and City Manager Richard Rossi kick off Cambridge's pilot curbside composting program by dumping a compost barrel at 720 Upland Road. Courtesy photo/Chris Neil.

"It will be interesting to test," he said.

To contact staff writer Marc Filippino, email him at mfilippino@wickedlocal.com or on Twitter - @mfilippino.

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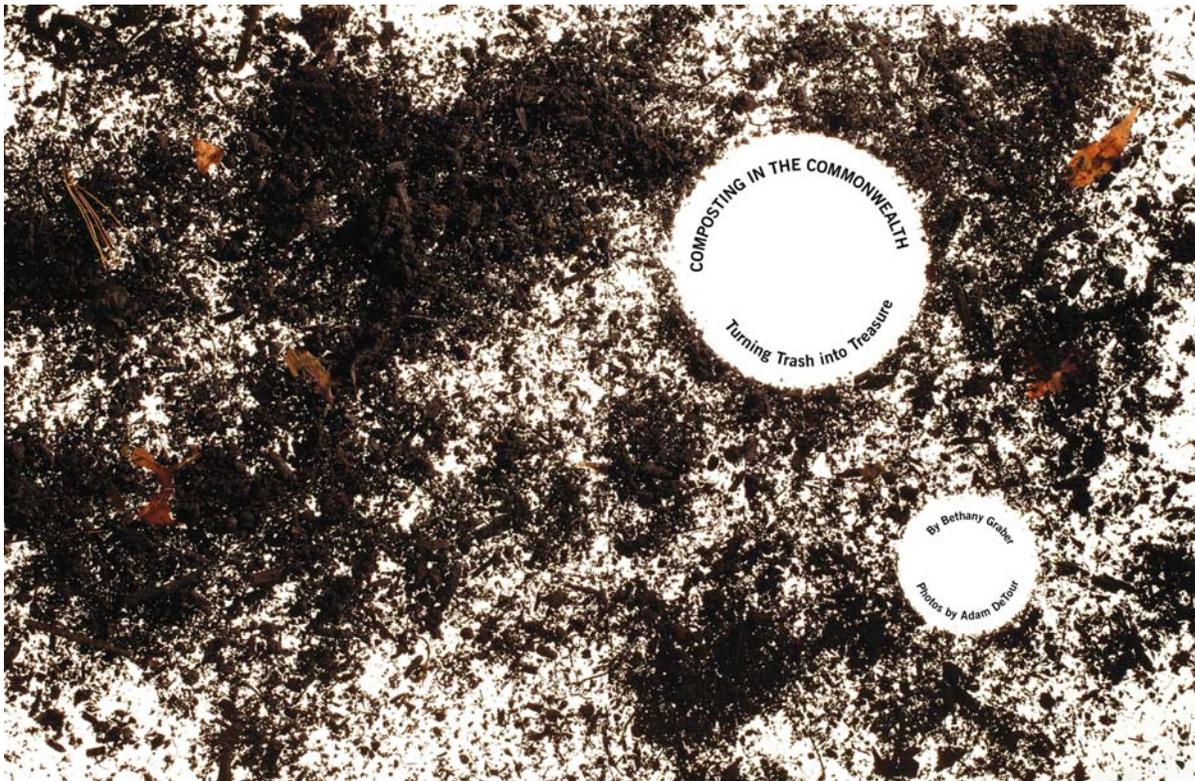
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CELEBRATING THE ABUNDANCE OF LOCAL FOOD

COMPOSTING TRASH IN THE COMMONWEALTH: TURNING TRASH INTO TREASURES



By Bethany Graber / Photos by Adam DeTour

Composting is quite literally the act of turning one man’s trash into another man’s treasure. The beauty of it is that we are all the “other man.” We all stand to benefit from it. Composting is the new frontier in the recycling revolution, and it has finally begun to take hold in and around Boston.

The multi-step process of composting begins with the separating out of green waste from other trash and recyclables. Green waste is all that is compostable: food scraps, lawn clippings, coffee grinds, and tea bags (among other things). This organic matter is then put into an environment

where it is broken down with the help of naturally occurring organisms such as microbes and earthworms. After a gestation period of anywhere from a few weeks to a couple of months, the waste completely decomposes, becoming nutrient-rich compost that can be repurposed back into the earth for gardening and growing.

According to the United States Environmental Protection Agency, food makes up the largest amount, about 21%, of the waste that is stuffing municipal landfills annually. Aside from the fact that we are wasting far too much food, neglecting to take advantage of an opportunity to recycle it through composting seems foolish, and the Massachusetts Department of Environmental Protection (MassDEP) agrees.

As of October 1, 2014, the Commercial Food Waste Ban went into effect, which the MassDEP website states is a “ban on disposal of commercial organic wastes by businesses and institutions that dispose of one ton or more of these materials per week.” The goal is to reduce the amount of waste produced, while simultaneously encouraging businesses to take advantage of composting opportunities that are becoming more readily available.

It is companies such as Save That Stuff Inc. in Boston, Bootstrap Compost in Jamaica Plain, and Black Earth Compost in Gloucester that are helping promote and facilitate these opportunities. Thanks to these folks and others like them, it is becoming that much easier for Massachusetts residents—from households to restaurants to businesses—to responsibly dispose of organic waste. These composting pioneers are doing the majority of the dirty work. They pick-up and transport the food scraps and green waste, coordinate with local area farms to turn them into compost, and often bestow that compost back on the community. All it takes is keeping organic trash separate from everything else.

Igor Kharitonov, one of the co-founders of Bootstrap Compost, explains his company’s processes as a “great, sustainable closed loop system.” The proof of this exists in the provision of finished compost to those who have given their organics to create it, as well as the business’ environmentally conscious processes. Simple things, like giving subscribers recycled buckets for collecting their scraps and using bikes for pickups instead of trucks whenever possible, are what make Bootstrap and others like them sustainable and holistic in their mission to reduce unnecessary waste.

At their core, Kharitonov says Bootstrap’s goal is to always be “empowering local food systems through our composting.” They pride themselves on their policy of educating the community on the value of composting in addition to providing a service. They are a grassroots operation dedicated to the “cycle of food life,” encouraging people to compost, even if not with them. They, along with Save that Stuff, are providing educational material at Boston area farmers markets and food events whenever possible, both recognizing the paramount importance of an informed constituency to facilitate change.





Black Earth Compost is doing similar work in northeastern Massachusetts, serving both residential and commercial customers. Conor Miller, one of the co-owners of Black Earth, eloquently describes the company's primary objective as "to collect wasted food and other organic waste...to create the highest quality compost we can, which is then used by farmers and gardeners to make more food out of it." The big picture is about diverting from landfills those things that can be recycled in a more environmentally conscious way. Miller was keen to explain the value of companies like Black Earth as essential to the ever-growing composting movement. "Organics haulers like us, who are directly tied in to the final product (compost), care very much about the quality of the material that is picked up" he says. "Those incentives don't apply to regular trash companies."

Companies like Black Earth and Bootstrap are not just enabling the composting movement, but empowering it. Thanks to their dedication and pioneering, whole municipalities are now being served, many of which have implemented town-wide composting programs.

Both the City of Salem and the City of Cambridge have in the last year put into operation pilot curbside composting programs. The Salem pilot began this past April, and they currently have 850 households enrolled. However, the two-year MassDEP grant that is providing their funding allows them the capacity to serve as many as 1,500 families. Black Earth is doing the pick-ups and transporting the scraps to Brick Ends Farm in South Hamilton, a composting facility that has been functioning since 1975. Salem's city manager Julie Rose notes that "the program has had steady growth," and is likely to hit its 1,500 household capacity by 2016.

Cambridge has implemented a similar residential pilot program, also with the aid of MassDEP grant funding. They launched their program in April as well, and currently there are 600 households participating. Championed by Randi Mail, Recycling Director for Cambridge, the pilot has already been met with great success and enthusiasm.

Mail is a woman excited to talk trash, and I don't mean the kind you hear when the Yankees are in town. She is also a woman of action. Not only has she helped to get Cambridge's curbside program off the ground, she has also organized compost pickups for local businesses and facilitated drop off locations around the city to provide all Cambridge residents the option to responsibly recycle their compostables. A longtime advocate of decreasing organic waste through education, Mail was a catalyst in setting up the "Food to Flowers" composting program in 9 out of the 13 public schools in the district. Her hard work and dedication have put her in a position to now be a resource to other towns and communities across the Commonwealth hoping to engage in this recycling revolution.

Cambridge works with Save That Stuff Inc. who picks up their food scraps and brings them to Rocky Hill Farm in Saugus for processing. The finished compost is then brought back to Cambridge and can be picked up at locations around the city. Mail surveyed her constituents and learned that not only were they interested in recycling their organic waste, they were also thrilled to have access to the finished product of organic composting soil to put back into their own gardens. "The goal is to reduce waste as much as possible through maximizing recycling, composting, and getting residents to reduce waste in the first place," says Mail, and it is her hope that the city will commit to continuing the program once the pilot is finished. "This is a habit we are forming in the household, and we don't want to suddenly reverse that message."





Ideally, at the end of their pilots Cambridge and Salem will have gained enough steam to emulate the town-wide, town-endorsed curbside program of Hamilton. Gretel Clark, Chair of the Hamilton Recycling Committee, has worked tirelessly since 2008 to set the necessary wheels in motion for the town to get its formalized composting system off the ground.

Clark credits “extremely serendipitous circumstances” for getting Hamilton to where it is with their composting. The program was born out of an appeal to increase recycling and reduce waste in the town, and as Clark was petitioning the selectman for these changes, Peter Britton, owner of Brick Ends Farm (which is right in Hamilton) began appearing at her Recycling Committee’s meetings. Briggs, in support of Clark’s efforts, offered up his services to help smooth the town’s path towards composting. The last piece of the puzzle to get the project off the ground was Hiltz Disposal, who willingly provided cost effective hauling from the curbsides to the farm. Clark recognized how lucky it was to have this perfect storm of “people willing to go the extra nine yards to prove to the town it could work.” And it did.

Hamilton ran two pilot programs, the first with just 74 households in 2009; the second the following year with increased participation to include 600 households (which is when their neighboring town of Wenham got in on the action). Each house received its own 13-gallon compost bin to fill, which Hiltz picked up when they did trash pickups in specially designed dual body trucks to keep the green waste separate from the solid waste, and then deposited the scraps for processing at Brick Ends Farm. The process was beautifully streamlined thanks to the dedication and collaboration between the town and the contractors. It was a resounding success.

The participants in the program were surveyed and said they would be devastated if it ended, saying that they would even be willing to pay an additional recycling fee for it to continue. The town was able to save a significant amount of money in trash pick-up fees because waste was reduced so significantly as people were consciously recycling. The benefits were undeniable, and the town voted to implement the program for everyone in 2012. Their success was a motivator, Clark explains. “It’s been a domino effect. All these towns around us started implementing programs also.” Wenham, Ipswich, and Manchester have all jumped on the bandwagon.

Following the example of places like California, Oregon, and Canada that are all ahead of the curve, Massachusetts is stepping up its composting game. With the North Shore leading the charge, and the rest of the state falling in line, it is only a matter of time before composting comes to a city near you. In addition to the new Commercial Food Waste Ban, this fall will also see the inauguration of Project Oscar (which one could assume is a nod to a certain trashcan-dwelling cast member of Sesame Street), the first residential composting program in Boston proper.

While the city is not yet on par with some of its neighbors, it is making strides with this program that is part of Mayor Walsh’s “Greenovate” initiative. Two major compostable scrap collection sites will be set up for residents of East Boston and the North End to drop off their organic waste. This community approach to composting is an innovative way to encourage responsible recycling in big cities.

Cities, towns, businesses, restaurants, and schools across the Commonwealth are getting on the green bandwagon; helping to divert thousands of pounds of waste from landfills through composting. All it takes is an additional moment’s thought to remember to separate green waste from solid waste. Just a moment to turn your trash into treasure.

—

Bethany Graber is a recent graduate of the Boston University Gastronomy program, an occasional contributor to the *Boston Globe*, and the always author of the blog winedinerepeat.com. She is a lover of coffee and a glutton for pastry. Find her [@winedinerepeat](https://twitter.com/winedinerepeat).

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SMM Web Academy Webinar Series:

Cupertino CA and Cambridge MA: Tips for How Communities Can Successfully Engage Businesses to Divert Food Scraps

Description:

The webinar will feature communities from opposite coasts -- Cupertino, California (pop 60K) and Cambridge, Massachusetts (pop. 106K). In both communities, actions taken by the cities incentivized food scrap diversion that led to successful diversion programs.

In December, 2013, the U.S. Environmental Protection Agency (EPA) presented Cupertino with a Food Recovery Challenge national award for innovation in reducing food waste. Cupertino teamed up with its waste hauler, Recology South Bay, and EPA's Pacific Southwest office to conduct outreach to and assist local grocers and markets recover food scraps. One of the local grocers, Marina Food, is now diverting an estimated 520 tons of food scraps annually from entering landfills. And between 2011 and 2012, Cupertino experienced an increase of over 2,000 tons of food scraps diversion, 75 percent originating from the commercial sector. The City has also leveraged its outreach to achieve other benefits, such improved stormwater compliance, by helping businesses maintain cleaner trash bins through use of separate compost bins for food scraps and associated packaging.

The City of Cambridge has been long pursued diversion of organics from the waste stream motivated by their goals to reduce greenhouse gas emissions and reducing solid waste. Their efforts have helped prepare for the upcoming October 1, 2014 Massachusetts Department of Environmental Protection (MassDEP) solid waste disposal ban that would apply to businesses and institutions disposing of one ton or more of food scraps per week. In 2006 the city sought to implement food scraps diversion at its public schools but there was virtually no collection infrastructure. To build the route density, the city partnered with a local hauler, Save That Stuff, to implement a food-scrap collection program for

Reducing Food Waste in Cupertino

EPA has recognized the City of Cupertino with EPA's 2013 Food Recovery Challenge Award for Innovation. Cupertino teamed up with its waste hauler, Recology, and EPA's Food Recovery Challenge program to work with local grocers and markets, including Marina Food to reduce food waste and divert to composting.

In 2010, Cupertino and Recology agreed to add a stipulation to its franchise agreement to keep 75% of community-generated waste out of landfills by 2015, a 10% increase from 2010 levels. Reducing food waste is a key component of this plan. More than 2,000 tons of food waste has been diverted from landfills since the city amended its franchise agreement. Also, the city has made significant progress toward its 75% goal and has seen a 6% increase of material reused, recycled, or composted, rather than sent to landfills. Marina Food alone will divert an estimated 520 tons of food waste annually from entering landfills

Cupertino's innovative approaches to reducing waste

businesses which today also services eight of the city’s 13 public schools and 70+ businesses. In 2013, 50+ tons of food scraps were collected from the participating schools and city buildings, and 60_ tons were collected from four drop-off locations for residents that accept food scraps. Residents also can arrange for bicycle pickup of food scraps by local companies including Metro Pedal Power and Bootstrap Compost.

provide a model for other communities and grocers to follow.

See video clip  [EXIT Disclaimer](#)

In April, 2014, Cambridge began a 500-800 household residential pilot for curbside collection. The City is hauling for the curbside residential pilot, and to date, participating households are averaging almost 7 pounds per week of food scraps, 97 percent of all green bins are set at the curb weekly and the City estimates an 85 percent capture rate of food scraps in the trash at participating households.

Video: [Cupertino CA & Cambridge MA: Tips for How Communities Can Successfully Engage Businesses to Divert Food Scraps](#)  [EXIT Disclaimer](#)

Slide Presentation, July 24, 2014 - [Cupertino CA & Cambridge MA: Tips for How Communities Can Successfully Engage Businesses to Divert Food Scraps \(PDF\)](#) (7 pp, 643 Kb. [about PDFs](#))

Speakers:

Cheri Donnelly, Environmental Programs Manager, Cupertino Public Works Department, Cupertino, CA: Cheri joined the City in March 2008 and is responsible for both the stormwater management compliance program as well as the integrated waste management and diversion (recycling and composting) programs.

Slide Presentation, July 24, 2014 - [Successfully Engaging Business to Divert Food Scraps \(PDF\)](#) (15 pp, 2.82 Mb, [about PDFs](#))

Randi Mail, Recycling Director, Cambridge, MA: Randi joined the City in 2002 working to encourage people to consume less, reuse and donate materials, and recycle what cannot be eliminated or re-used. She oversees weekly curbside recycling collection that serves 45,000 households, City buildings, and schools; operation of a Recycling Center open to residents and small businesses; public education efforts.

Slide Presentation, July 24, 2014 - [Compost that Stuff \(PDF\)](#) (13 pp, 4.42 Mb, [about PDFs](#))

Food Waste Collection Innovations

Like 14 Tweet 8 g+1 2

Source separating food waste for diversion to composting and anaerobic digestion is in full swing, leading to innovations in equipment to service the programs.

Nora Goldstein
BioCycle July 2014, Vol. 55, No. 6, p. 46

As more food waste diversion programs roll out in the residential and commercial sectors, manufacturers and suppliers are responding with new collection and container tools. The weight and moisture content of food waste have led to innovations in equipment design and operation. An increase in residential food waste collection programs — and the need to service curbside carts — are creating other opportunities for product development.



Perkins' Food Waste Lifter slides the cart straight up over the loading edge of the container. This keeps the tilting pivot close to the cart's center of gravity, creating a constricted rotating arc and avoiding spillage.

Director of Product Management in Wastequip's Technical Products Division. "The compactor can be fed through a chute located inside the store. And because food waste is so wet and heavy, compaction with this material isn't nearly as important as it is with dry waste."

Warren adds that one focus of the company's new Precision Series compactors is "user-friendliness." This

At WasteExpo in April 2014, vendors were showcasing new equipment specifically for food waste collection. Perkins Manufacturing Company, for example, launched its Model D6565 Food Waste Lifter "designed especially for dumping food waste," according to the brochure. The D6565 introduces a unique "geometry" that slides the carts straight up over the loading edge of the collection container, "keeping the tilting pivot point close to the cart's center of gravity, accomplishing a constricted rotating arc, and therefore emptying the cart without spillage," explains Cheryl Waite, President of Perkins Manufacturing. "This is the first time we have employed this unique geometry." The D6565 can lift up to 500 pounds, using any ANSI (American National Standards Institute) Type B cart.

Waite adds that the faceplate on the lifter was enlarged in all directions to provide more surface area for the cart to rest on and give more support to the carts. "Food waste carts are very heavy and they usually tend to rock side to side as they are being lifted," she explains. "This can cause the bottom of the carts to deform. By enlarging the faceplate (all around), we are preventing these issues, the load remains stable as it is lifted and the carts do not get deformed."

Another product introduction on the show floor was Wastequip's Precision Series 265IP self-contained compactor for "ground-fed or walk-up fed" wet waste applications such as food waste. The unit's 2 cubic yard (cy) feed hopper can be equipped with a cart lifter that is powered by the compactor itself. Compactor sizes range from 16- to 35-cy. "A grocery or big box store that generates 60 cy/week of food waste would go with one of the larger-sized units," notes Kirk Warren,

includes simpler controls with a push-button start, automatic maintenance alerts and more open space to access cylinders, rods and other components that require servicing.

Residential Collection

On the residential food waste collection side, conversations on the show floor discussed the slow but seemingly steady pace of curbside programs being rolled out in the U.S. "Everything we see in the U.S. is a crawl, walk, run approach," notes John Sebranek, Marketing Manager, Environmental Division at Orbis Corporation. "Municipalities are starting out with pilot programs to test the waters. Anecdotally, the two main reasons we've seen for the pilots are: 1) They want to be sure enough infrastructure is in place to process the food waste and 2) Residents will accept the program. Communities will test curbside food waste collection in a couple of neighborhoods with different demographics. Often, because of the limited quantity of food waste collected, they can afford to send it to a processing facility further away."

Orbis' composting product line includes a 12-gallon Green Bin2 Organics recycling bin, and a 21-gallon size. Because many municipalities in Canada have adopted residential food waste programs, modifications to existing collection equipment and systems, as well as new product introductions, are often influenced by the experiences of Canadian municipalities. "One trend we are seeing in Canada is the desire for curbside food waste collection carts that are compatible with automated and semiautomated lifting equipment," adds Sebranek. "Both the City of Toronto and the Region of Peel in Ontario have requested proposals from vendors for a new cart like that. Both plan to deliver them to residents in the fall of 2015. In addition, they are looking for carts to keep pests out, but unlock when dumped by an automated system." Orbis has responded to the bids and is developing an organics cart that can be used with automated and semiautomated collection.

In terms of designing programs that encourage household participation, a three-pronged approach that includes a kitchen countertop container, compostable bag liners for the containers and a curbside cart has proven successful in both pilot and full-scale programs. In April 2014, the City of Cambridge, Massachusetts initiated a curbside pilot in which 600 households are currently participating. This is phase two of a project partly funded by a grant from the Massachusetts Department of Environmental Protection. Phase one was a feasibility study. Design of the pilot also benefitted from the city's experience running a residential food scraps drop-off program at four locations (two of the sites opened in 2008). Participation in the pilot is voluntary; single-family households as well as multiunit buildings (up to 12 units) are included. "These are households in a specific section of North Cambridge on our Monday collection route," explains Randi Mail, Recycling Director for the City of Cambridge. "We are using an empty city packer truck to collect the food scraps."

One lesson learned from the residential food scraps drop-off program is that compostable bag liners for the kitchen containers are "critical," says Mail. "We didn't introduce the drop-off program with bags, and heard complaints about the 'yuck' factor, rodent concerns and smells. So for the curbside pilot, we wanted to emphasize use of compostable liners to address rodents, cleanliness and odors. Over the years, we also had tried out different containers and bags in our own homes and liked the Max Air ventilated container and the BioBags. Our grant for the pilot was somewhat limited, so we sought donations from vendors to reduce some of the equipment costs. BioBag USA donated a total of 800 Max Air buckets and a year's supply of liners for each household."

The Max Air containers are ventilated on all sides, including the top and bottom. The BioBags, made from Novamont's Mater-Bi® resin, are designed to breathe naturally, which, according to the manufacturer, enables moisture to evaporate. This helps to minimize odors and reduce the weight of the food scraps set out.

Resident Responses

Cambridge's curbside pilot helps meet two of the city's sustainability goals — a waste reduction goal of 30 percent by 2020, and 80 percent by 2050, and climate protection. "The city's Climate Protection Plan views curbside compost as a strategy for reducing greenhouse gas emissions," adds Mail. "And after 13 weeks of the



Wastequip's new self-contained compactor for wet waste has a 2-cubic yard feed hopper (on far left).

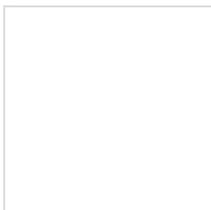
pilot program, we're seeing that participating households are diverting 33 percent of their trash through composting — an average of about 7 lbs/household/week. That is about an 80 percent capture rate of food scraps generated. In educational materials the City explains what to compost, but also how to reduce food waste in the first place."

In addition to all food scraps, households can include soiled paper (napkins, paper towels, wax paper), pizza boxes and BPI-certified compostable products. Single-family households and 2-family unit housing received 12-gallon Orbis Green Bin2 curbside carts; 3-unit and up to 12-unit buildings were given one 21-gallon Orbis cart. Setout rate of the carts has been about 90 percent each week of all green bins distributed. The carts are manually unloaded into the city's packer truck. Public Works staff surveyed pilot participants in May to get feedback on the program to date. "Over 90 percent of households are pleased with the program; only 4 households have dropped out since it started," reports Mail. "Two-thirds of the households are producing one 13-gallon bag of trash or less per week, 50 percent say their trash weighs less and 45 percent report that their trash smells better."

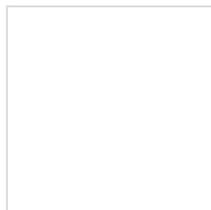
Households also provided feedback on the city's most effective methods of outreach for the pilot. Word-of-mouth, an emailed newsletter and A-frame signs that were placed in the neighborhood were all cited as effective tools. Staff believe most residents are participating in the pilot because of the "feel-good factor," especially related to addressing environmental concerns. "We don't have a pay-as-you-throw program in Cambridge, so understanding why residents opt to participate is important," adds Mail. The year-long pilot ends in March 2015.

Collected organics are composted at Rocky Hill Farm in Saugus, Massachusetts (about 90 minutes round-trip from Cambridge). Rocky Hill has two rotary drum vessels that are used for an initial composting phase (3 days at about 140°F). Next, materials are composted in windrows, followed by final curing. "The compostable bags are fully breaking down," she notes. The tipping fee at Rocky Hill Farm is \$55/ton, versus \$75/ton at the solid waste transfer station used for the City of Cambridge's trash. "We are definitely achieving avoided disposal savings, which help with the economics of residential food waste collection," says Mail. "The hauling distance is clearly a big variable. If the round trip was 30 minutes in total, which is the distance to the transfer station, we could potentially add a lot more households."

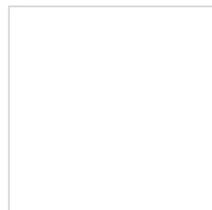
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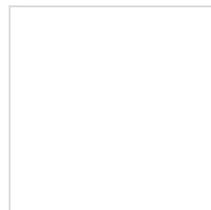
Food Waste
Collection
Companies Grow
With The Flow



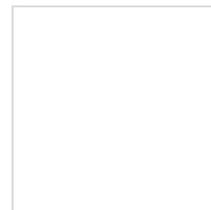
Composting
Roundup



Composting
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BioCycle World



The Time Is Ripe
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Tags: [Collection](#), [Food waste](#)

This entry was posted on Tuesday, July 15th, 2014 at 8:46 pm and is filed under [Uncategorized](#). You can follow any responses to this entry through the [RSS 2.0](#) feed. Both comments and pings are currently closed.



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DID YOU KNOW: Cambridge Is Giving Composting A Try

TOPICS: Cambridge Department Of Public Works

Composting Trash



POSTED BY: EMILY CASSEL MARCH 10, 2015

Composting: It's not just for hippies anymore! More and more people, including organizations **like the EPA**, have realized that disposing of food matter this way enriches and cleans contaminated soil while preventing pollution.

Still, it can be a little stinky to keep a composting bin in your own backyard, which is why Cambridge kicked off a pilot curbside composting program last year. The initiative began in North Cambridge last April and currently has more than 600 participants. It was initially planned to continue through the end of this month, though it looks like the deadline has **actually been extended through October 26.**

In a Department of Public Works video from last May, the city's recycling director, Randi Mail, explained that the program helps Cambridge meet two important and distinct goals. First, Mail said, composting reduces waste. Perhaps more importantly, she pointed out that getting rid of food this way can reduce greenhouse gas emissions that lead to climate change.

Interested in learning more? Hear the city's composting plans—including what Mayor David Maher has to say about recycling and where the compost travels after it's collected in Cambridge—in the video below. And if you're interested in taking part in the pilot program yourself, you can find more detailed information at cambridgeMA.gov/compostpickup.

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Cambridge

@CambridgeChambr

24 Jun

Time to vote for the @ScoutCambridge Honored 2015 -- lots of @CambridgeChambr members have been nominated! scoutcambridge.com/vote/

Retweeted by Scout Cambridge

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24 Jun

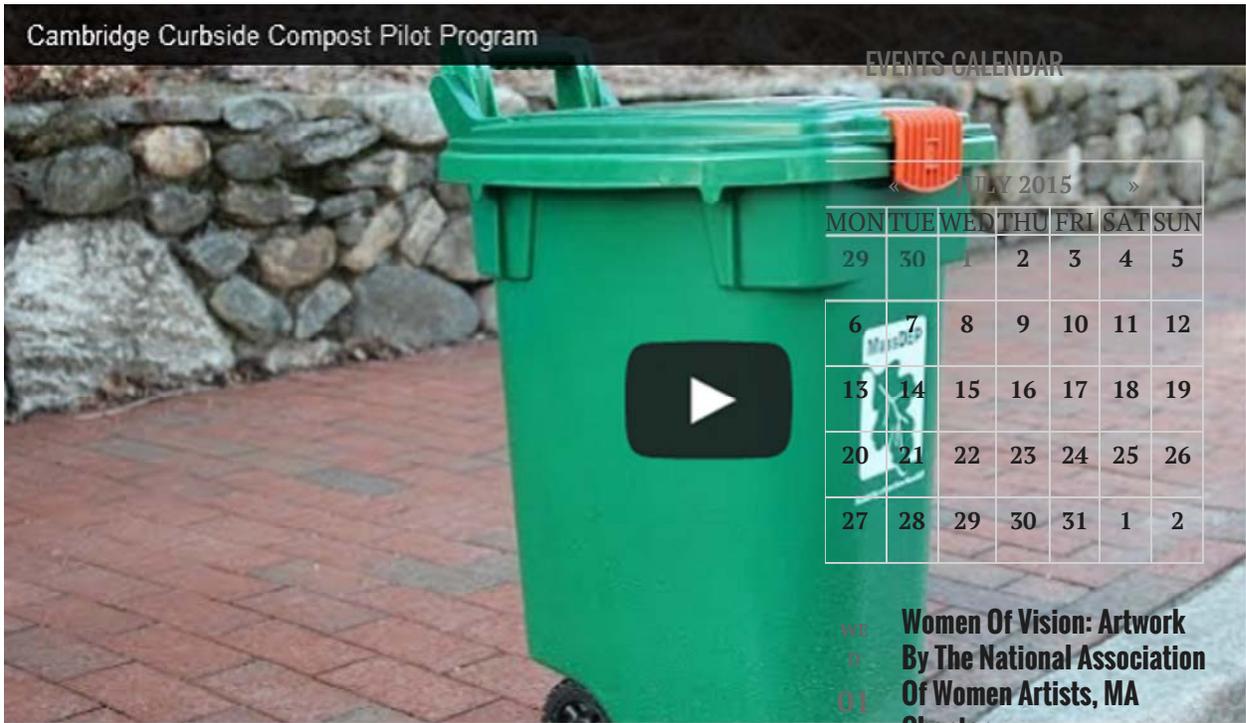
At @emmaspiza in Kendall Square, MA

Tweet to @ScoutCambridge

CONNECT WITH US ON FACEBOOK

Cambridge Curbside Compost Pilot Program

EVENTS CALENDAR



JULY 2015						
MON	TUE	WED	THU	FRI	SAT	SUN
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2

WE D 01 Women Of Vision: Artwork By The National Association Of Women Artists, MA Chapter

Follow

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Comments

June 5 @ 10:30 am - August 28 @ 6:00 pm

WE D 01 Wax And Paper: Encaustic Printmaking
June 29 @ 10:00 am - July 31 @ 5:00 pm

WE D 01 Savor's Charcuterie & Cheese Tasting
July 1 @ 6:00 pm - 7:00 pm

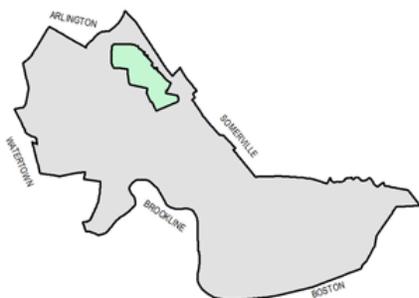
TH U 02 2015 Summer Music Series: Christina And Fran
July 2 @ 12:00 pm - 1:00 pm

TH U 02 Passim Presents: FREE Summer Concert Series At Harvard Square
July 2 @ 5:30 pm - 6:30 pm

[Public Works](#) > [Our Services](#) > [Recycling and Trash](#) > [Recycling and Trash FAQ](#) > [Composting](#) > [Compost Pilot](#) > Curbside Compost Sign Up Form

Compost Pilot Sign-up Form

Thank you for your interest in the Cambridge Curbside Compost Pilot that began in April 2014 and will continue through March 2015. Eligible residences must live in the pilot area (click map for a larger image), receive City trash service, and be a single family home or multi-family building with **up to 12** units. Participation is free and voluntary. So far, participating households are reducing their trash by about 30% by composting and reducing food waste.



Click on the map for a larger image.

Contact Information

All contact information fields are required.

First Name *

Last Name *

Street Number *

Limited address ranges for: Raymond St., Rindge Ave., Sherman St., Upland Rd., and Walden Street.

Unit Number *

Street Name *

Daytime Phone Number *

Please enter only the 10 digit telephone number.

Email address *

Building Information

My building has: a single unit 2 units *

3 units 4-6 units

7-12 units

My building's trash area has: a single location where outdoor bins are stored *

two or more locations where outdoor bins are stored

Who regularly takes out trash? me another resident *

property management home owner

Languages spoken in my building: (check all that apply) English Spanish *

Portuguese Creole

More information...

To report...

To request...

DEPT of PUBLIC WORKS

147 Hampshire St
Cambridge MA 02139

PHONE: 617.349.4800
TDD: 617.499.9924
[Email Us](#)

HOURS OF SERVICE
Monday: 8:30am-8pm
Tuesday-Thursday: 8:30am-5pm
Friday: 8:30am-12pm

Recycling Center Hours
Tuesday & Thursday: 4:00pm-7:30pm
Saturday: 9:00am-4:00pm

Ms. Randi Mail
Director of Recycling
617.349.4866
mail@cambridgema.gov

Mobile Cambridge



Keeping you connected wherever you are. Learn more about [Mobile Cambridge](#)

FAQ's

Have a question?
Find the answer in our extensive [Frequently Asked Questions](#)

- Chinese German
 Amharic Other

Other languages spoken

Demographic Information

Number of people living in your household

Ages of people living in your household

Number of people under 5 years old

Number of people ages 5-17 years

Number of people ages 18-24 years

Number of people ages 25-34 years

Number of people ages 35-44 years

Number of people ages 45-54 years

Number of people ages 55-64 years

Number of people over 65 years

Landlord Contact Information

I am the landlord or homeowner

 yes

no

If you are not the landlord, complete the contact information below.

Name

Mailing address

Phone number

Please enter only the 10 digit number.

Email

I understand that:

Free and Voluntary

 yes

The pilot is free and voluntary.

Program timeframe

 yes

The pilot will run until March 30, 2015.

Acceptable materials

 yes

I understand these are acceptable items: Food Scraps: all vegetables & fruit scraps, meat scraps & bones, dairy products, seafood & shells, eggshells & nutshells, breads, cereal & pasta, cookies & candy, coffee grounds, even spoiled foods. Soiled Paper: used napkins, paper towels, paper bags, coffee filters, and tea bags. See the complete list at cambridgema.gov/compostpickup

Unacceptable items

 yes

If these materials are in my bin, the contents will be rejected. No grease or liquids, no diapers or baby wipes, no pet or human waste, no cigarette butts, no dryer lint or dryer sheets, no plastic bags, no rigid plastic, no metal & foil, no glass, no expanded polystyrene (styrofoam), no plastic coated paper products (i.e. milk/juice cartons) See the complete list at cambridgema.gov/compostpickup

Complete this form

 yes

By signing up my household, I am not signing up the rest of my building. To participate they need to complete this form.

Waitlist yes *

I may be put on a waitlist and informed when space is available.

Outdoor green bins yes *

If approved, my building will get an outdoor green bin that is shared in multifamily buildings.

Green bin requirements yes *

The outdoor green bin is only for food scraps in compostable bags and soiled paper. No loose food scraps.

Informational emails & surveys yes *

I will get regular informational emails and surveys about the program.

Questions or concerns yes *

I can contact recycle@cambridgema.gov or visit cambridgema.gov/CompostPickup

Volunteering

Encourage participation yes no *

I will talk to my building neighbors and encourage them to participate in the program.

Support program yes no *

I am interested in volunteering. Please contact me with opportunities to support the program.

Schedules

- Drop-Off Center Recycling
- Household Hazardous Waste Collection Day
- Recycling and Trash
- Street Cleaning

Maps & Data

- Public Dedications
- Sewer and Stormwater Map
- Street Tree Map

Ordinances & Regulations

- Cambridge Cemetery
- Engineering
- Parks
- Recycling and Trash
- Stormwater Management
- Street Cleaning
- Streets and Sidewalks
- Urban Forestry

Frequently Asked Questions

- Administration
- Cambridge Cemetery
- Engineering
- Parks
- Rodent Control
- Recycling and Trash
- Snow
- Special Events
- Stormwater Management
- Street Cleaning
- Streets and Sidewalks
- Urban Forestry

February 2014

Dear Cambridge Property Owner:

Heard the good news? Cambridge is starting a one year pilot program for curbside pickup of food scraps for composting. The City is recruiting eligible households to participate in the pilot that starts on April 7. Our goal is to recruit about 350 buildings with up to 12 units, and City trash service and we are over 90% there! Curbside pickup of food scraps, soiled paper, and other compostables is a great way to help reduce waste, protect the climate, build healthy soil, and control the City's trash costs.

We want to make sure you know that your property in North Cambridge is eligible for the pilot program and at least one of the households in your building has been approved to participate. Participation is voluntary and free. Please visit CambridgeMA.Gov/CompostPickup to learn more.

We are eager to work with multi-family buildings, such as yours, in this pilot program to identify best practices. For this reason, we are reaching out to property owners to address some common questions.

1. **Should I be concerned about pests?** Your building will get a 21 gallon “outdoor” curbside green bin on wheels for food scraps. Each bin has a locking lid that is an effective deterrent against pests. These bins are more secure than the average trash can.
2. **What about odors?** All participating households will get a 2.5 gallon “indoor” kitchen container with a year supply of compostable bags. The design of the container and bags lets heat escape and moisture evaporate, which eliminates odors and makes waste lighter.
3. **Is it easy to participate?** Residents just need to place bags of food scraps in the curbside bin 2-3 times per week, when it's full, or if they will be gone for a few days. **Please ensure that the person who typically sets the recycling and trash out for curbside collection knows about the green bin.** As with recycling and trash, just place the green bin at the curb, even if it isn't full, after 6pm the night before collection or by 7am on your regular collection day (Monday).

The City will deliver the curbside bins, kitchen containers and compostable bags to approved residences during the last week of March. If another bin is needed, just ask. The more residents in your building participating, the better!

Please encourage all households in this building to visit CambridgeMA.Gov/CompostPickup and complete the “I'm interested” form. We'd be happy to provide you with brochures. If you have any further questions or concerns please contact us at recycle@cambridgema.gov or call Everett Hoffman, Organics Program Assistant, at 617.349.4815. Thanks in advance.

Sincerely,

Ms. Randi Mail
Recycling Director

GREEN BIN DELIVERY NOTICES

3/11/2014

Please read this email for details about the delivery of green bins at the end of March.

Hello Curbside Compost Households!

We are excited that the curbside compost pilot begins in a few weeks – the first collection is Monday April 7th. Over 530 households are signed up in about 350 approved residences! Thank you for choosing to participate and signing up.

Green Bin Delivery: March 28-30, Friday-Sunday

- Each building will get one curbside green bin (on wheels). Each participating household will get one kitchen container and 150 compostable bags (3 rolls, 50 bags per roll). Each kitchen container will be marked on with your unit number on the lid. Please take yours, and start collecting your food scraps.
- Households in your building that sign up by March 24 can be added to the delivery list for kitchen containers & bags. Anybody that signs up after that will get theirs at the end of April. If you can, please encourage other residents in your building to sign up – if they haven't yet done so. About 30% of households in the approved multi-family buildings can and should still sign up: CambridgeMA.Gov/CompostPickup.
- Place the curbside green bin next to your outside recycling totes & trash barrels, so all participating households in your building can use it. The first curbside collection April 7th and continues weekly on Mondays, through March 30, 2015.
- Remember that the kitchen container is ventilated and the compostable bags breathe. This design lets heat escape and moisture evaporate, practically eliminating odors.

Also, DPW setup a new drop-off for food scraps for Cambridge residents at [St. Peters Field parking lot off of Sherman St \(see green arrow on this map link\)](#). **This is for North Cambridge households outside the curbside compost pilot area.** So, please spread the word to family & friends in North Cambridge that want to compost. This drop-off is a pilot program through May 2nd and a partnership with the Human Services Dept. Thanks for always replacing the latch on the lid and helping to keep the area clean and the food scraps totes free from trash.

Thanks again for your participation in the curbside pilot program. This is an exciting initiative for the Cambridge community as we strive to become more sustainable. If you've any questions, feel free to get in touch.

3/31/2014

Hello residents!

We delivered all of your outdoor green bins, kitchen containers, and compostable bags last week- we hope you got everything! We will be sending volunteer canvassers to your home tonight and tomorrow night to check in with you.

Please remember that the first collection day is NEXT Monday April, 7th. That means if you have put your green bins out on the curb today, they will not be emptied. Please collect your scraps this week and put out your green bins next Monday.

If you have any concerns or concerns in the meantime, please reach out!

**MONTHLY
EMAIL
UPDATES**

4/9/2014

Hello residents!

We made history this week by launching the curbside compost pilot on April 7th!

Thank you for helping our program start off successfully! We collected **3,400 lbs of food scraps** and delivered it to Rocky Hill Farm in Saugus to be composted into soil. Read more about Rocky Hill below. Also, read the story about the program in the [Cambridge Chronicle](#).

Here's are a few updates:

- Make sure to put the green bins right at the curb so we can see them from the street, by 7am on collection day or after 6pm the evening before.
- Please remind any neighbors in your building that they can and should still sign up for the pilot [online](#) at CambridgeMA.Gov/CompostPickup.
- **April 19 from 9am-12 noon, I'll be at McMath Park on Pemberton Street** to answer your questions and give new sign-ups in participating buildings their kitchen container and supply of compostable bags.
- Residents can get small amounts of the finished compost, great for gardens at the Recycling Center from April-October during open hours (Tuesday/Thursday 4pm-7:30pm & Saturday 9am-4pm).

More About Rocky Hill Farm....

Rocky Hill lets the material decompose in piles for 1-2 weeks and then loads it into their in-vessel digester. In 3 days, the material is completely broken down. The digester is a rotating drum 53 feet long, 10 feet in diameter, with a capacity of 150 cubic yards. The drum turns once every 15 minutes and temperatures reach between 140-160 degrees. The material is then put into windrows (long neat piles) for another 4 weeks to fully mature into finished compost. The next stage is to screen the compost and remove any large particles. The finished compost is sold to farmers, gardeners, and landscapers. The compost can be spread on fields for the growing of vegetables, used as a soil amendment, turf dressing, erosion control, potted plants or used in heavy soils to increase drainage.

Have a great weekend, looking forward to Monday!

5/15/2014

Hello resident!

The City's curbside compost pilot program began six weeks ago and it's off to a great start! Thanks to your impressive participation, we have collected over 19,000 pounds of your food scraps. Rocky Hill Farm in Saugus, MA is already turning it into compost! To learn more, check out [this video](#) about the program.

A couple things:

Please take just two minutes to fill out [this brief survey](#).

We'd love hear about your experience with the program so far and get your feedback. Your response will help us understand how things are working and will likely play an important role if we can expand it after the pilot is complete. We plan on rive more surveys during the pilot year.

If you forget to put out your bin, or in the unlikely event that we miss your bin, don't worry! Simply put it out next week and we will be sure to grab it. Or, you can bring your bags to the food scrap drop off at St. Peter's Field parking lot off of Sherman St.

As the hot summer months arrive, here are some [helpful tips](#) to reduce odor. Another great way is to keep your full bags in your freezer or refrigerator until the night before collection, which will eliminate odor.

Thanks again for your participation. We are really encouraged by the strong start to this exciting initiative! Please reach out if you have any questions, comments or concerns.

All the best,

6/3/2014

Hello resident!

We're now in the third month of the City's pilot for curbside compost collection and we've collected almost 30,000 pounds of food scraps! Thank you for your dedicated participation, nearly 90% of all green bins are at the curb each week. Even if your bin isn't full each week, please place it at the curb for weekly pickup. This helps us understand how much food scraps you produce on a weekly basis.

As we move into summer months, please note some best practices to avoid odor and pests:

- ✓ The best way to reduce odor and eliminate fruit flies is to store your kitchen container and full bags in the refrigerator or freezer. To absorb odors, you can sprinkle a little baking soda on food scraps in the compostable bag, or your curbside bin.
- ✓ Let coffee grinds and other hot food scraps cool before putting in the compostable bag.
- ✓ If needed, clean the curbside bin with soap and water. Drain liquids onto a grassy area and let it dry upside-down. Wash water should never enter a catch basin because it goes straight to the Charles River.

Finally, a big thanks to everyone who completed our first survey, we got nearly 65% response rate! We're thrilled that 94% of you are pleased with the pilot! Many of you left great questions/comments on your survey, thank you for your thoughts. If you'd like a direct response, please email me directly.

Happy composting,

7/8/2014

Hello resident,

We hope that you had a great July 4th – there sure were a lot of watermelon rinds in the compost! Since April, we've diverted almost 46,000 pounds of food scraps from the landfill/incinerator and into the compost pile at Rocky Hill Farm.

Please take a few minutes to [fill out our 2nd survey](#) Last time, 64% of all composting households responded to the survey, which is terrific!

Here are some best practices to keep in mind during hot weather:

- ✓ Store your kitchen container and full bags in the refrigerator or freezer to eliminate odors and fruit flies. Otherwise to absorb odors, sprinkle a little baking soda in the compostable bag, or your outdoor green bin.
- ✓ To reduce odor and moisture in your outdoor green bin, try to keep it in the shade. Put it at the curb in a visible location, for weekly collection (after 6 pm on Sundays or by 7 am on Mondays).
- ✓ Please clean your outdoor green bin if needed, especially if it's attracting insects. Wash with soap and water and drain liquids onto a grassy area and let it dry upside-down. Don't pour wash water into a catch basin because it goes straight to the Charles River.
- ✓ If you missed collection day or get missed, you can bring your compostable bags to [the St. Peter's field parking lot drop off](#) for food scraps. Please do let me know, as we want to avoid missing any green bins since we are only collecting on Mondays.
- ✓ If you are running low on compostable kitchen bags, you can purchase more at Cambridge Naturals, Pemberton Farms, Harvest Co-op, Whole Foods or Star Market.

Thank you for your exemplary participation and taking a moment to [fill out our 2nd survey](#). If you have any questions or concerns, please feel free to contact me directly.

7/22/14

Hello resident,

If you haven't yet, please [fill out our 2nd survey](#). So far, we have a 40% response rate. Let's try to beat last survey's response rate of 64%! Also, if you are having trouble with fruit flies, try putting a [fruit fly trap](#) near your kitchen collector. The same trap can be made with a plastic bottle, cut in half, with the mouth inverted into the bottom part.

We are excited to try to recruit another twenty residential buildings to participate in the curbside compost pilot program, and can use your help! To be eligible, these buildings must be 12 units or less with city trash service, in the eligible neighborhood in North Cambridge ([see map](#)). Please let your neighbors know that if they are interested, they should complete the [Compost Pilot Interest Form](#).

Please note that since space is limited, it will likely fill up quickly. However, any eligible residential building, can and should complete the form to get on the waitlist, if and when we can expand again.

Happy composting,

8/21/2014

Dear resident,

Thanks to your dedicated participation, the Cambridge compost pilot program continues to be a success. Since April, we've collected 65,000 pounds of food scraps for composting.

Tips for Summer Composting

- Many people find that keeping the kitchen container in the refrigerator or freezer works well to avoid odor and fruit flies. If you choose to keep the container at room temperature, the bags will likely "sweat" the moisture in the summer months. If any liquid collects in the bottom of the kitchen container, rinse it when you change the bag.
- Remember that the design of the kitchen container and bags let heat escape and moisture evaporate since the container is ventilated and the bags breathe. This lets food scraps dry out, which slows the rotting process and avoids odor.
- You can newspaper or a piece of cardboard in the bottom of your curbside green bin to absorb any liquid. If needed, clean the curbside bin with soap and water. Drain liquids onto a grassy area. Wash water should never enter a catch basin because it goes straight to the Charles River.

Coupon for More Bags!

The City provided participating households enough kitchen bags to empty your bin 2-3 times per week. From the surveys, we learned that some of you are using more than that. To slow your bag use, do not double bag and only change your bag every two to three days. If you need to purchase more compostable bags, [click here for a "Buy One Get One Free"](#) coupon from BioBag. This coupon can be used wherever BioBags are sold, including: Pemberton Farms, Cambridge Naturals, Star Market, Fresh Pond Whole Foods and Harvest Co-op in Central Square.

As always please contact me with your questions.

All the best,

Hello Resident,

As the leaves begin to fall, we are just reaching the halfway point in our curbside compost pilot program! Together, we have collected 88,000 pounds of food scraps for composting and prevented over 44 tons of CO² emissions. Thank you all for your continued participation.

Please, take a few minutes to [fill out our 3rd survey](#). With each survey, we appreciate learning about your program experience, continue to develop ways to be responsive and plan for the future. Thanks!

To celebrate our program in the spirit of the season, we invite you to come to [Pemberton Farm's Harvest Hoopla](#) on October 18th, from 1-4pm. There will be pumpkin painting, apple cider and doughnuts for the whole family and hard cider, wine and mead tastings for adults. Come by the Cambridge Recycling table where you can meet your fellow composters, learn food waste reduction tips and play compost games!

Here are a couple of seasonal reminders:

- Please remember that your outdoor green bin is for food scraps only, NO yard waste. Separate yard waste collection for leaves, grass, shrub prunings and twigs is on your regular collection day through the week of December 8th. Place yard waste in paper yard waste bags or loose in barrels with city stickers, facing the street. Do not staple or tape yard waste bags. No plastic bags. Please include leaves, grass and small twigs and branches (no more than 1 inch in diameter or 3 feet in length, tied in bundles no larger than 3ft x 3ft.)
- After Halloween, pumpkins are accepted with yard waste, but they can also go in your green bin. But, instead of tossing your pumpkin, you can eat it! Chop it up and roast in the oven or steam & puree it to use in delicious breads, soups, cookies, pies and more.
- If you haven't already, check out the ["Buy One Get One Free"](#) coupon if you are running low on bags. At 3 gallons, these bags are bigger and make tying off full bags a bit easier.

With cooler days and nights, there should be fewer fruit flies and odors than during summer. As always, feel free to reach out with questions or concerns.

Happy Fall, hope to see you at the Harvest Hoopla!

11/3/2015

Hello Composting Household,

We've got some exciting news: **the City will be able to continue the curbside compost pilot program in this area of North Cambridge through October 2015.** DPW will evaluate the results of the pilot to determine expansion possibilities to other neighborhoods in the future.

If you haven't yet, please fill out [Survey 3](#). Thanks to 38% of households that have already responded! Your feedback truly helps us understand how the program is working. (Note that for # 4, choose an answer that best reflects your setup, and clarify further in the comments.)

If you need more bags, please remember the "[Buy One Get One Free](#)" coupon from BioBag. This coupon can be used wherever BioBags are sold, including: Pemberton Farms, Cambridge Naturals, Star Market, Fresh Pond Whole Foods and Harvest Co-op in Central Square.

Happy composting,

1/5/2015

Dear Composting Resident,

Your household has been selected for a voluntary program within the compost pilot, to test the [“Sure Close”](#) kitchen collector. If you would like to participate, you will receive a new Sure Close KC and continue using your compostable bags. At the end of the pilot you will be asked to compare your experience with the Sure Close to using the Max Air KC.

If you would like to receive a Sure Close KC and participate in the voluntary program, please secure your spot by [filling out the Sure Close sign up form](#).

Thanks for your consideration, looking forward to hearing from you,

1/15/2015

Hello Sure Close Testers,

We are glad to hear that many of you received your new Sure Close KC's (and your bonus roll of bags!)

If you decide, or have decided, that you do not want to use the Sure Close, please simply hold onto them until the end of the pilot. The same goes for your Max Air KC's. We will collect all unwanted KC's after we send out the Sure Close survey.

Thanks again for your participation, we look forward to hearing more about your experience.

5/18/2015

Dear Sure Close pilot participant,

Thank you for volunteering to test out the Sure Close kitchen container. Please take a moment to fill out this brief [Sure Close & MaxAir Survey](#).

Your feedback will help us determine which KC to use as we expand the curbside compost program. Please note that we will be sending a final Survey about the full pilot next week as well.

Thanks again, looking forward to your feedback!

2/12/2015

Dear Resident,

Thank you for bearing with us through the snowy weather. We know that the last two weeks have been choppy and we are grateful for your patience and understanding. If we missed your green bin this week, we will be sure to get it on Tuesday 2/17. With the drifts as they are, please make sure that your green bins (especially the 12 gallon bins) are clearly visible and accessible from the street.

Your feedback in the first three surveys has been invaluable in shaping the future of this program. Please take the time to fill out [Survey 4](#) to help us better understand your evolving experience.

With the pilot entering into the eleventh month, between yours and 625 other households, we have collected over 144,000 pounds of food scraps! The program will continue until October 2015 and DPW is seriously discussing the possibility of continuing the program further.

If you need more bags, please remember the [“Buy One Get One Free”](#) coupon from BioBag. This coupon can be used wherever BioBags are sold, including: Pemberton Farms, Cambridge Naturals, Tags Hardware, Star Market, Fresh Pond Whole Foods and Harvest Co-op in Central Square.

As always, if you have any questions, contact me directly.

Warmly,

2/24/2015

Dear Resident,

Thank you again for your patience and persistence in the face of this historic snow! Operations are back to normal, so you can expect regular service again- assuming there are no more Monday storms.

To ensure regular collection, please make sure your green bin in front of your larger trash and recycling barrels and its is clearly visible from the street.

[Now that everyone has shoveled out, please take a few minutes to fill out **Survey 4** so that we can create the best Cambridge curbside compost program we can. Thank you for your important feedback.](#)

As always, please contact me with questions or concerns.

Stay warm,

4/27/2015

Hello Compost Residents,

With spring about to blossom, we are entering into the second year of the curbside compost pilot. City staff are excited to be planning an expansion of the program to all eligible residences in the Monday collection route this fall and to expand the service to other neighborhoods in subsequent years.

Thank you again for your commitment and enthusiasm for this program. Together we have collected over 171,000 pounds of food scraps. Rocky Hill Farm turned it into new soil, and Cambridge residents can get some from the [Recycling Center](#) during open hours. This has prevented over 88 tons of carbon emissions and has significantly reduced trash in your neighborhood!

Just a few updates and reminders:

- If you need more compostable bags, use the [“Buy One Get One Free”](#) BioBag coupon at Cambridge Naturals, Pemberton Farms, Tags Hardware or Whole Foods. The coupon is now good through April 2016.
- If your bin is missed on Mondays, call DPW at 617.349.4800 or report it [online](#), by Tuesday at noon.
- With warmer weather, keep your kitchen collector in a cool place, such as your fridge or freezer. This best practice helps to eliminate most problems with fruit flies or odor.
- You can clean your kitchen container in the dishwasher. If needed, you can clean the curbside bin with soap and water. Please drain the water onto a grassy area. Wash water should never enter a catch basin because it goes straight to the Charles River.

Have a beautiful spring,

Dear Composting Resident,

What a wonderful spring we're having! Please be sure to come to the [Recycling Center](#) to pick up finished compost, great for your veggie gardens and flower beds.

We'd really love to get your final feedback in our [Final Survey](#). This will definitely help as we are excited to begin plans for the program expansion to the entire Monday collection route starting in the fall. Yay! [Check our website for updates later this summer.](#)

Just a few updates and seasonal reminders:

- If you need more compostable bags, use the ["Buy One Get One Free"](#) BioBag coupon at Cambridge Naturals, Pemberton Farms, Tags Hardware or Whole Foods. The coupon is good through April 2016.
- If your bin is missed on Mondays, call DPW at 617.349.4800 or report it [online](#), by Tuesday at noon.
- With warmer weather, keep your kitchen collector in a cool place, such as your fridge or freezer. This best practice truly helps to eliminate most problems with fruit flies or odor. Also, please send us photos or a 30 second video of how you collect food scraps in your kitchen and we might put it on our website!
- You can clean your kitchen container in the dishwasher. If needed, you can clean the curbside bin with soap and water. Please drain the water onto a grassy area. Wash water should never enter a catch basin because it goes straight to the river.

Enjoy the spring!

Post Delivery Volunteer Script

Hello, is _____ home?

Great, my name is _____ and I'm a volunteer with Cambridge Recycling. We delivered your building's outdoor green bins and your household's kitchen container and compostable bags. I just wanted to check in and make sure you got all of that alright?

(If no) Okay, we will make sure to get those to you ASAP!

(If yes) Great!

(NB: Each unit will have been delivered a bin and we will have a record of it. If they did not get their outdoor bin, we need to look into that. If they did not get their kitchen container, ask them to check in with their neighbors to see if they took it by mistake.)

So do you have any questions about the program or how to compost?

(If yes) Well all of the instructions are on the card that was delivered with your supplies, but basically, just put all of your scraps (including meat and dairy) into the bag and 2-3 times a week bring the bag out to your green bin. Be sure not to put any oils or liquids in- squeeze out your tea bags!

(If no) Awesome, be sure to let us know if you have any questions later on!

Remember that your bin needs to be put out on the curb every Monday with your recycling and trash regardless of how full it is.

Do you know who is bringing the green bin out to the curb?

(If no) Well it will be one of your neighbors then! Check in with them so you're all on the same page?

(If yes) Super! Sounds like you're all set!

(NB: The person who usually brings the bins to the curb will probably take this on as well. If there are multiple bins and a person from each unit brings out their own bins, they will have to coordinate to make sure someone brings out the green bin.)

If you have neighbors who would like to participate, please have them fill out the **Compost Pilot Interest Form at CambridgeMA.Goc/CompostPickup** to receive their own kitchen container and compostable bags. (They filled out this form themselves)

If you have any other questions, please reach out to Everett, at ehoffman@cambridgema.gov

Thanks!

June 2014 Door to Door Outreach to Approved Buildings - Cambridge Compost Pilot Program

Hi, my name is _____ I'm volunteering with the Cambridge Recycling program. Have you heard about the pilot program for in North Cambridge for curbside collection of food scraps for composting? Participation is free and voluntary.

Well, composting is a great way to help curb climate change, build healthy soil and control the city's disposal costs. Your building is already signed up, you may have seen the outdoor green bin, and we hope you will participate! We have everything you need to start up right here, if you'd like to join.

(If yes) Great! If you could just fill out this sign-up form, you'll be all set to go. Here is your kitchen container, compostable bags and this sheet has everything else you need to know. Do you have any other questions for me now?

Since this is a pilot, we are curious as to why you have not signed up until now- do any of these sentiments ring true?

Y E S	Chooses to Participate	
	Didn't know about it	
	Didn't know my building signed up	
	Couldn't find online form	
Don't Read	Don't find composting interesting	
	Don't think composting was right for my HH	
	Don't think I had the time	
	Don't think I had the space	
	Other	

(If no) Okay, that's fine, this is a voluntary program. Since this is a pilot we are really curious as to why you do not want to participate. Do any of these sentiments ring true?

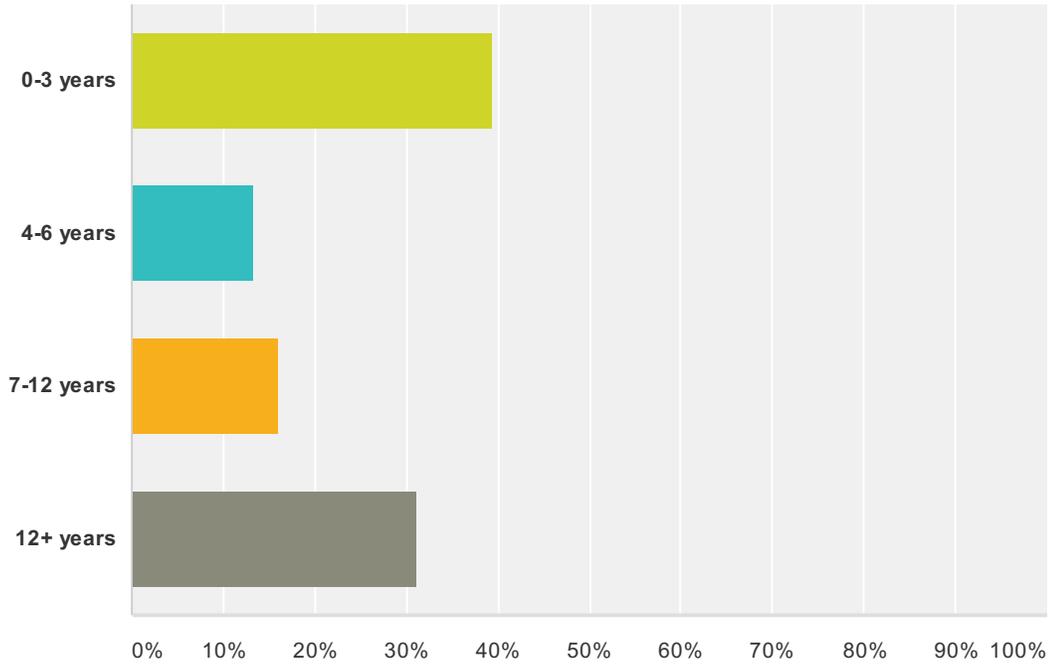
Chooses NOT to Participate	
Don't have the time	
Don't have space in kitchen	
Don't cook at home	
Worried about odor	
Worried about pests	
Other	
(NOTE ONLY) I don't like change/I'm not interested in composting	

(Have a genuine conversation about their concerns)

Remember, collection is Mondays. Your neighbors are already probably putting the curbside bin at the curb for collection. Just so you know, like recycling & trash, the curbside should be placed at the curb Sundays after 6pm or Mondays by 7am. Holidays do delay collection one day. If you have any more questions, you can reach Everett Hoffman, the Organics Program Assistant at ehoffman@cambridgema.gov or 617.349.4815. (GIVE CARDS)

Q1 How long have you lived at your current address?

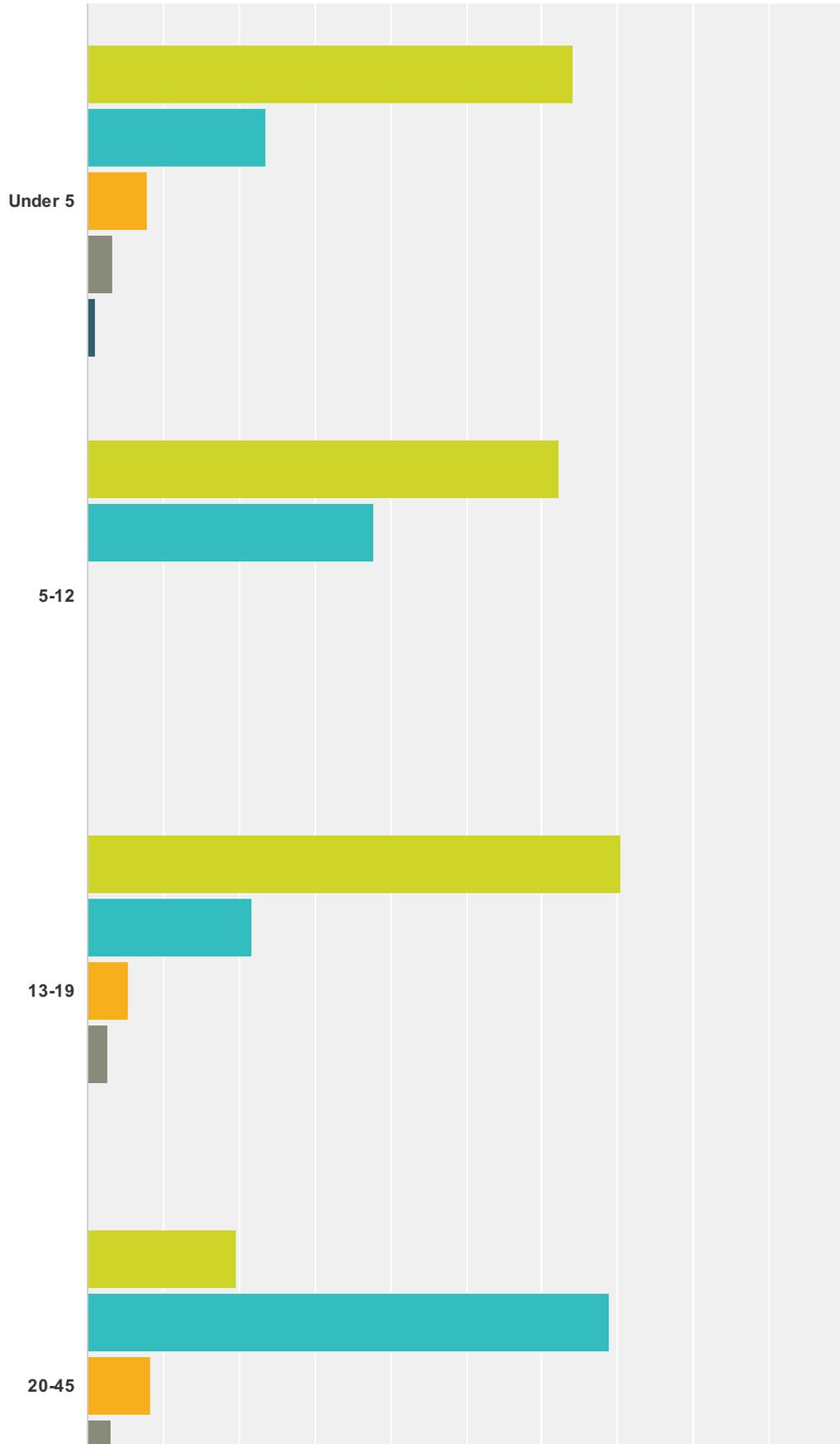
Answered: 354 Skipped: 4



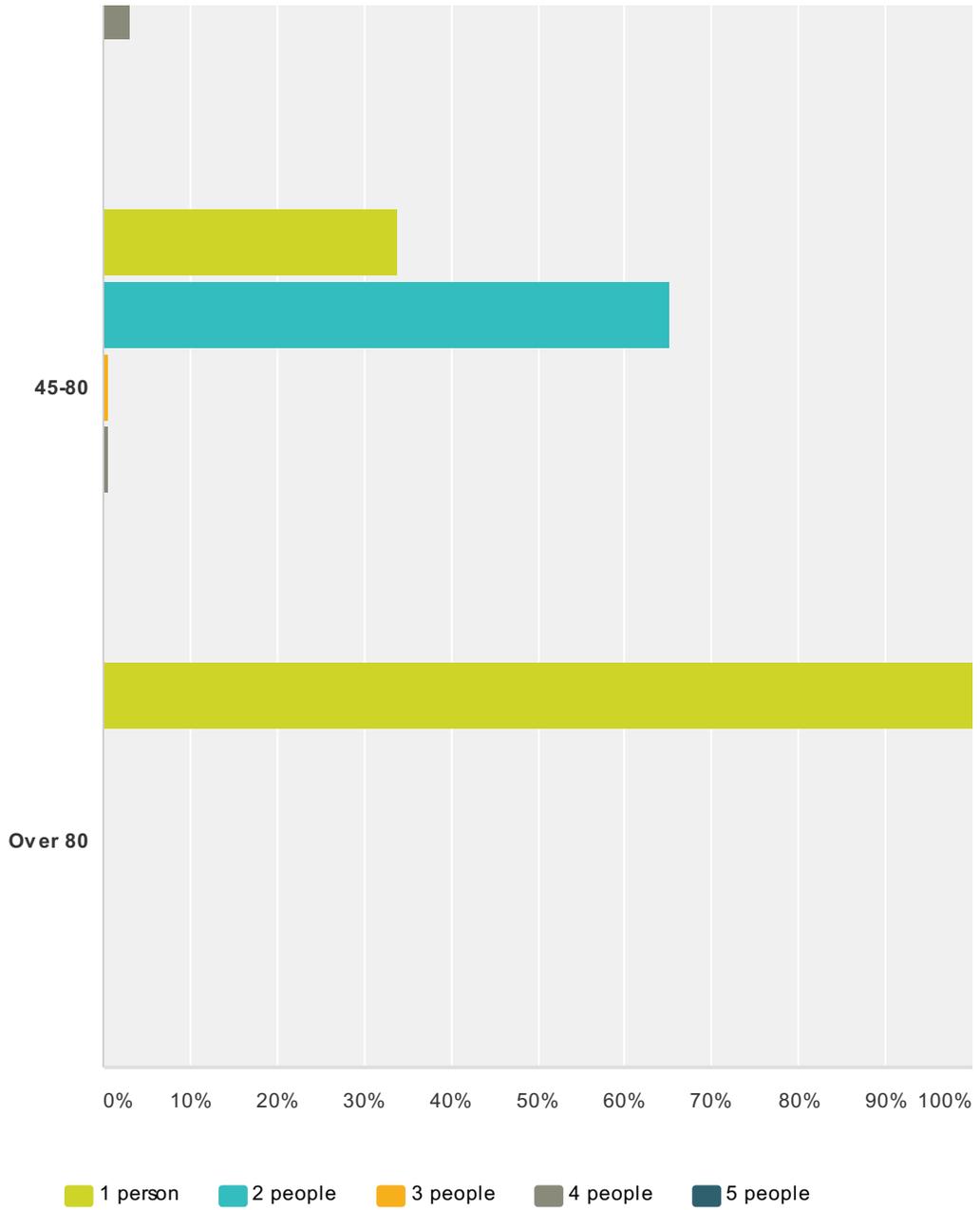
Answer Choices	Responses
0-3 years	39.55% 140
4-6 years	13.28% 47
7-12 years	16.10% 57
12+ years	31.07% 110
Total	354

Q2 How many people currently live in your household? How old are they?

Answered: 357 Skipped: 1



Curbside Compost Pilot Survey 1

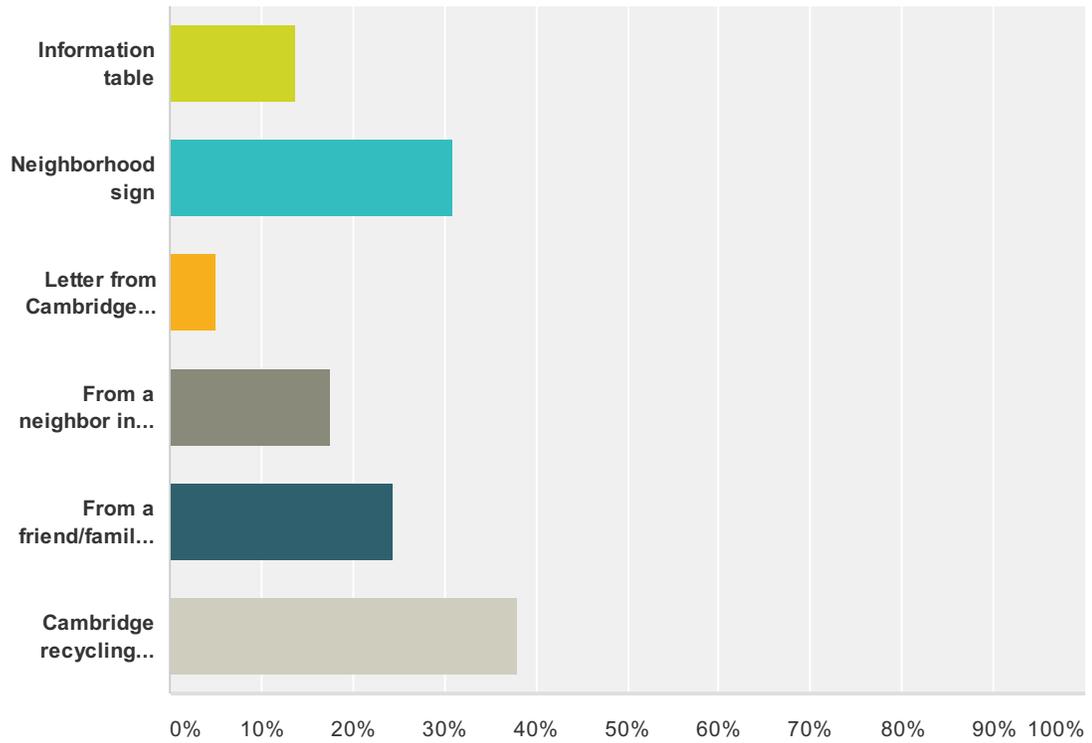


	1 person	2 people	3 people	4 people	5 people	Total
Under 5	64.04% 57	23.60% 21	7.87% 7	3.37% 3	1.12% 1	89
5-12	62.30% 38	37.70% 23	0.00% 0	0.00% 0	0.00% 0	61
13-19	70.27% 26	21.62% 8	5.41% 2	2.70% 1	0.00% 0	37
20-45	19.69% 38	68.91% 133	8.29% 16	3.11% 6	0.00% 0	193
45-80	33.72% 58	65.12% 112	0.58% 1	0.58% 1	0.00% 0	172
Over 80	100.00% 2	0.00% 0	0.00% 0	0.00% 0	0.00% 0	2

Curbside Compost Pilot Survey 1

Q3 How did you hear about the pilot program? (check all that apply)

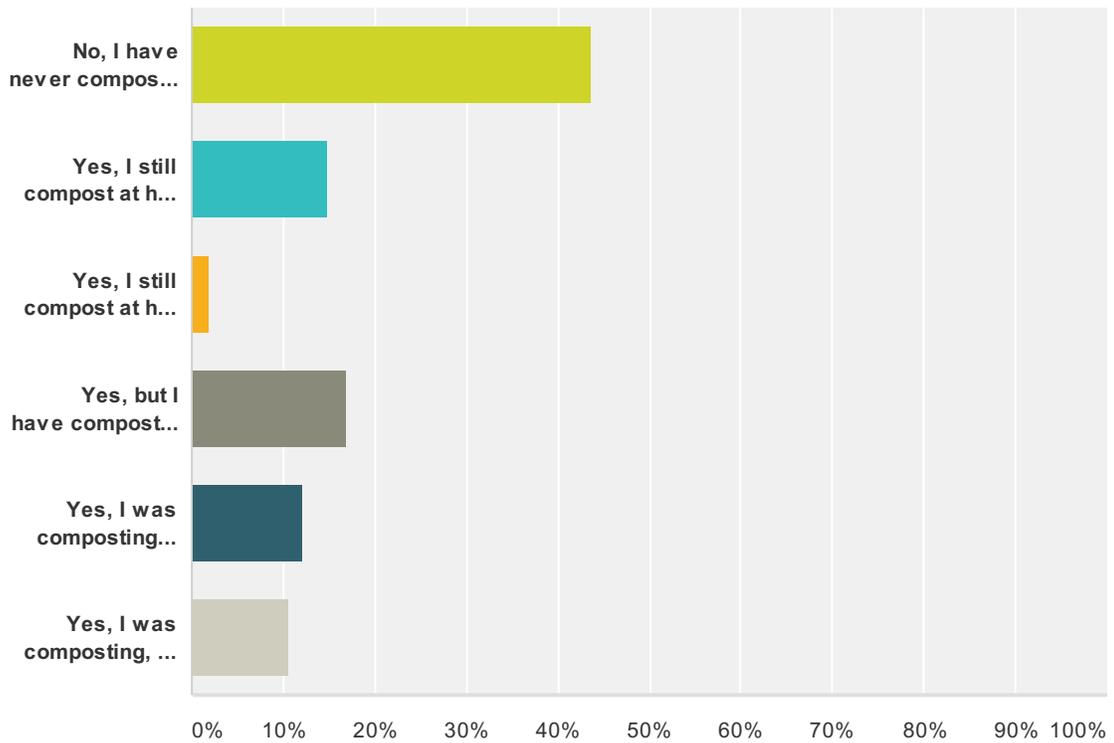
Answered: 343 Skipped: 15



Answer Choices	Responses
Information table	13.70% 47
Neighborhood sign	30.90% 106
Letter from Cambridge Public Schools	4.96% 17
From a neighbor in your multi-family building	17.49% 60
From a friend/family/neighbor	24.49% 84
Cambridge recycling website or newsletter	37.90% 130
Total Respondents: 343	

Q4 Have you ever composted at home?

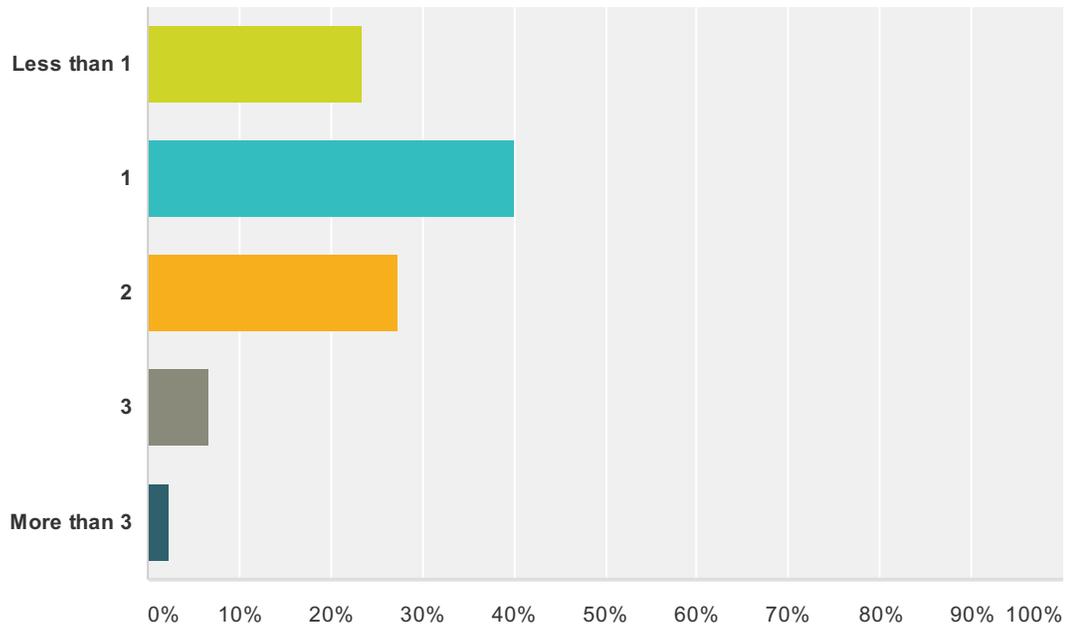
Answered: 357 Skipped: 1



Answer Choices	Responses	
No, I have never composted before	43.70%	156
Yes, I still compost at home with a backyard bin	14.85%	53
Yes, I still compost at home with a worm bin	1.96%	7
Yes, but I have composted at a different address	16.81%	60
Yes, I was composting until the pilot started	12.04%	43
Yes, I was composting, but stopped before the pilot started	10.64%	38
Total		357

Q5 How many bags of trash to you generate each week? (13 gallon kitchen bags)

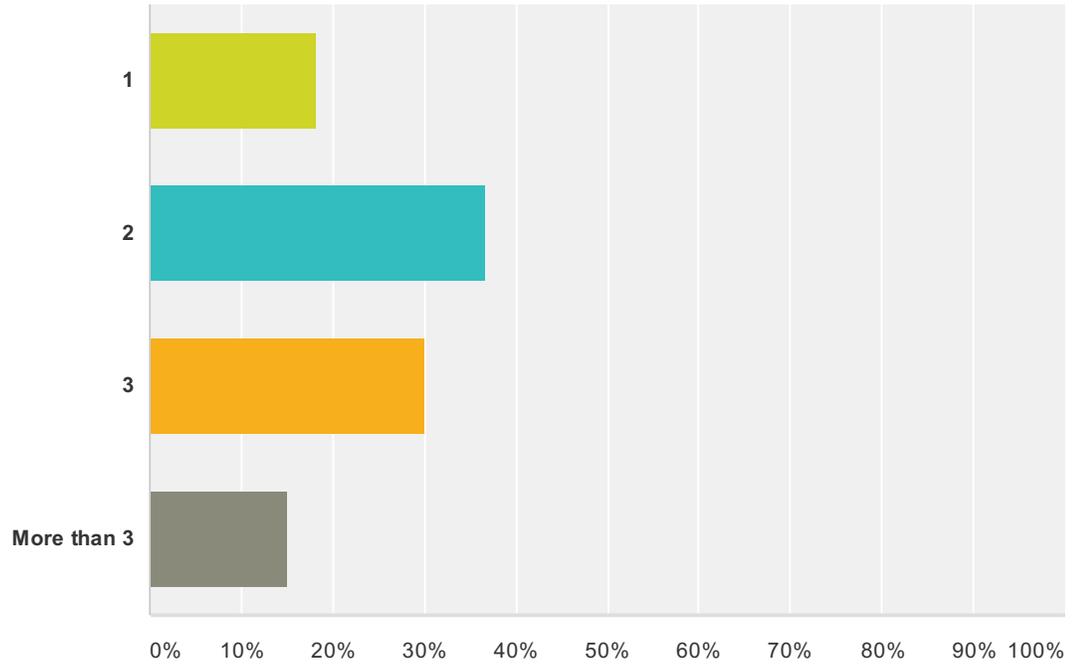
Answered: 354 Skipped: 4



Answer Choices	Responses
Less than 1	23.45% 83
1	40.11% 142
2	27.40% 97
3	6.78% 24
More than 3	2.26% 8
Total	354

Q6 How many compostable bags have you used per week in your kitchen container?

Answered: 357 Skipped: 1

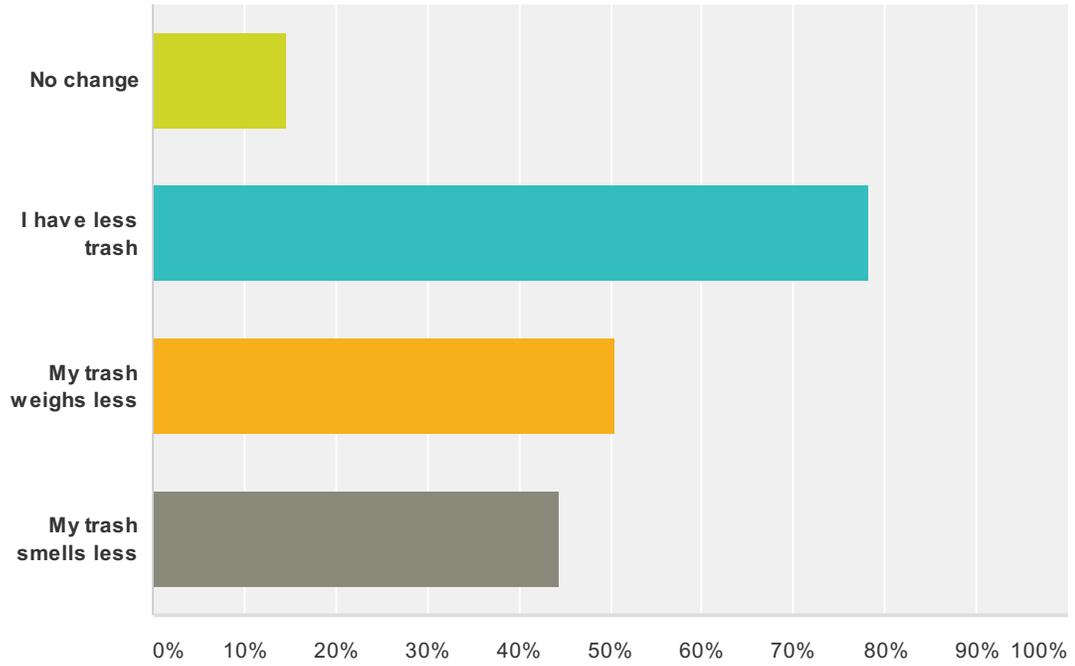


Answer Choices	Responses	
1	18.21%	65
2	36.69%	131
3	29.97%	107
More than 3	15.13%	54
Total		357

Curbside Compost Pilot Survey 1

Q7 Have you noticed a change in your trash? (check all that apply)

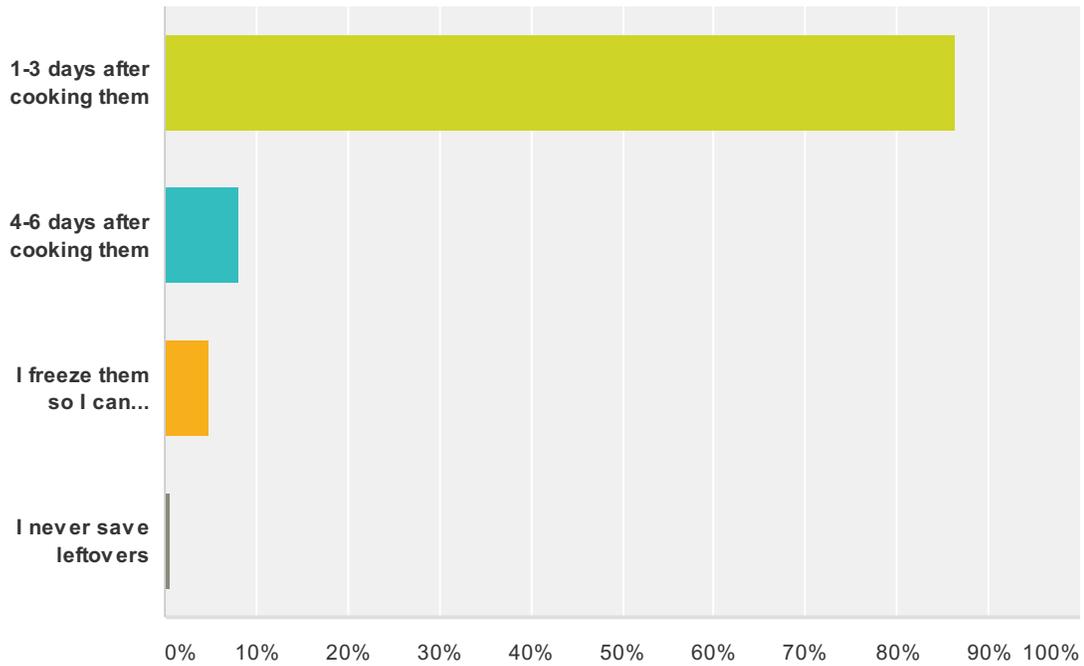
Answered: 350 Skipped: 8



Answer Choices	Responses
No change	14.57% 51
I have less trash	78.29% 274
My trash weighs less	50.57% 177
My trash smells less	44.57% 156
Total Respondents: 350	

Q8 When do you typically eat your leftovers?

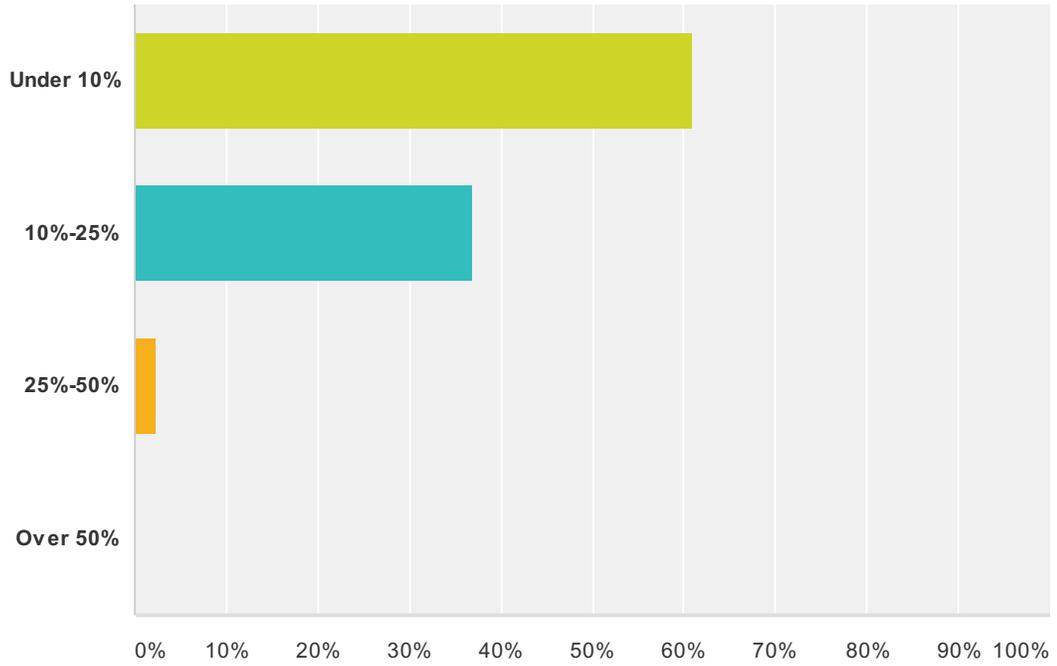
Answered: 356 Skipped: 2



Answer Choices	Responses
1-3 days after cooking them	86.52% 308
4-6 days after cooking them	8.15% 29
I freeze them so I can defrost them later	4.78% 17
I never save leftovers	0.56% 2
Total	356

Q9 Approximately, what percent of the food that you buy do you throw out?

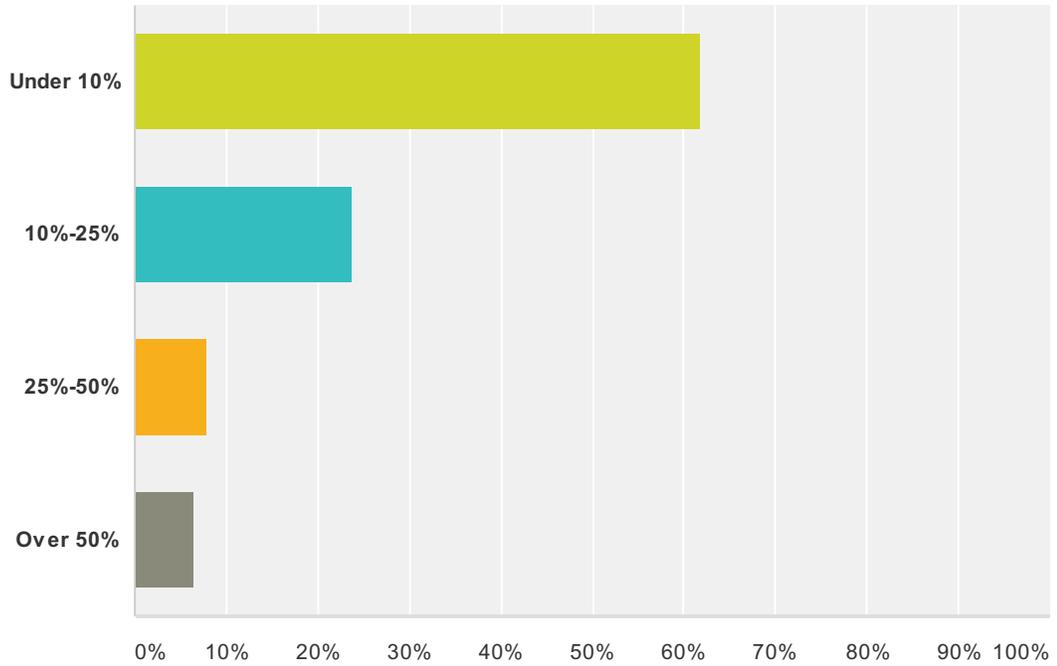
Answered: 358 Skipped: 0



Answer Choices	Responses	
Under 10%	60.89%	218
10%-25%	36.87%	132
25%-50%	2.23%	8
Over 50%	0.00%	0
Total		358

Q10 What percentage of your food waste could be prevented by preparing less, serving less or by changing your cooking habits?

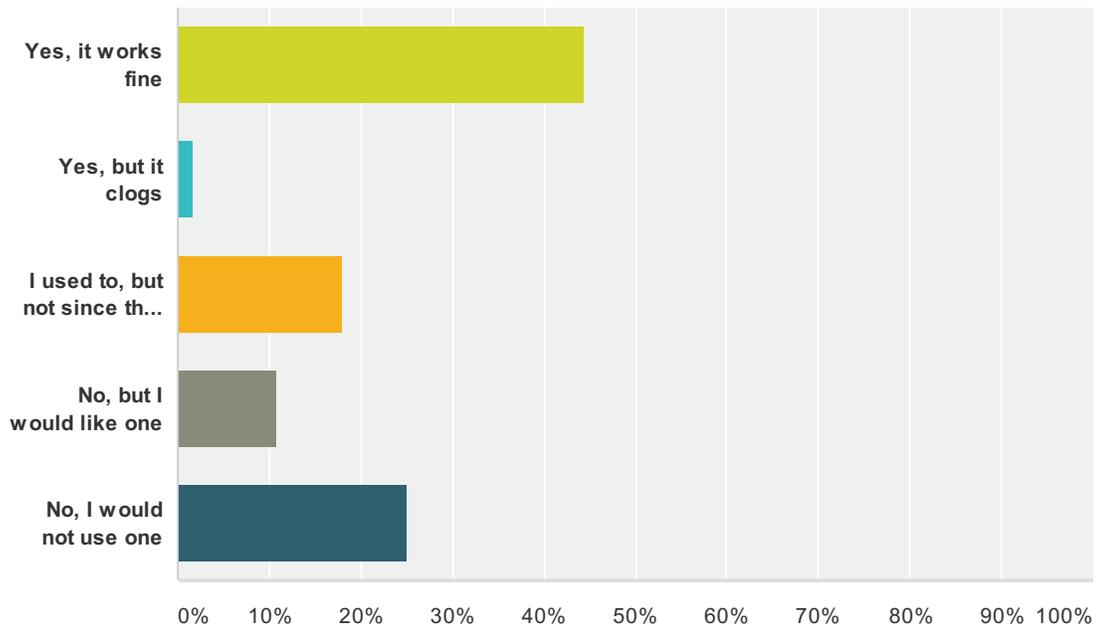
Answered: 350 Skipped: 8



Answer Choices	Responses	
Under 10%	61.71%	216
10%-25%	23.71%	83
25%-50%	8.00%	28
Over 50%	6.57%	23
Total		350

Q11 Do you use a sink disposal?

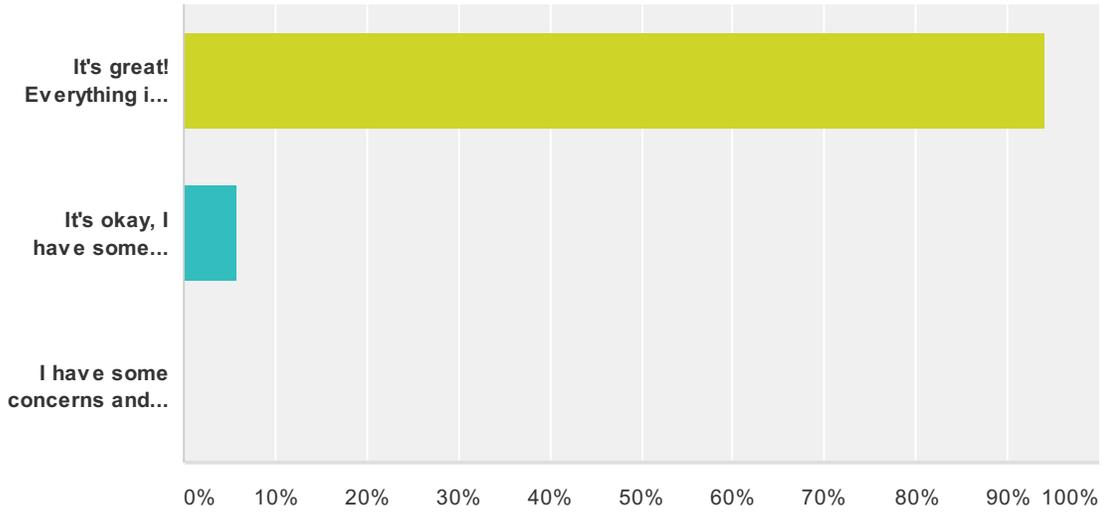
Answered: 356 Skipped: 2



Answer Choices	Responses
Yes, it works fine	44.38% 158
Yes, but it clogs	1.69% 6
I used to, but not since the pilot started	17.98% 64
No, but I would like one	10.96% 39
No, I would not use one	25.00% 89
Total	356

Q12 How is the compost pilot working for you so far?

Answered: 357 Skipped: 1



Answer Choices	Responses
It's great! Everything is clear and the system is easy	94.12% 336
It's okay, I have some questions/issues	5.88% 21
I have some concerns and am no longer participating	0.00% 0
Total	357

7. Have you noticed a change in your trash? (check all that apply)

I have one trash bag filled only with plastic wrappings. I basically have no trash because of the composting program and my recycle bin. It is terrific!

I have a little less trash because I've always recycled anyway.

For a few years before the pilot started, I stored my food waste in the refrigerator and brought it to Whole Foods on Prospect St. Before that I used disposal.

It has revolutionized our trash system!

We use about two (more or less) 13 gal. trash bags per month now.

It's about the same since I was composting before.

My trash doesn't leak! :)

LOVE IT! We have less trash, as we include all food scraps in the compost now.

Almost everything goes into compost or recycling, now. We hardly generate any trash anymore, which is great!

Significantly reduced trash - amazing, really!

I have very little trash now!

Answer varies due to week's menu. Shellfish & bones will add much more weight. We could never compost that b4 in our backyard bin. Also we stop using our own compost bin when the soil's nearly ready. So the city's program can offer us an alternative during our off cycle and thru the winter months. Many thanks for that!

We're excited about the fact that between recycling and composting our trash is mainly wrappers and we have a lot less trash.

I used to home compost and take other materials to the DPW or Whole Foods site. This new system is more convenient for me - I don't have to make any extra trips.

I was bringing my compost to Whole Foods prior to the program starting. This is much more convenient!

We were previously composting by bringing trash to the recycling center, so there has been little change in the amount of trash. well we've been composting for years..so no still 1 or 2 at most trash bags.

Not sure-we share trash bins and our neighbors have been away.

My trash smells less but my compost smells more!

I don't generate much organic waste and 90% of the organic waste I create goes into my home compost.

We were taking food scraps to the city since that pilot began.

have always used a garbage disposal for my food scraps

No change because before I was bringing my compostables to the recycling center. My daughter's family in Arlington has because I have been making her contribute now too. lol

My trash now mainly consists of plastics.

Don't even have to take the trash out every week!

I may have a little less because I used to put in food scraps I couldn't put down the disposal, as well as occasional chicken bones, in the trash, and they now go into compost. Recently I have only been putting the trash bag out every other week because there is so little in it and with no food in it there is no smell.

Because I compost at home, I don't generate as much for the city program. However, I do put in meat scraps and soiled napkins whenever we have them at home. I have also used the city bin for large things such as pineapple tops and watermelon rinds that don't compost quickly in my backyard bin. So my trash is a little less, not by a lot, but a little.

11. Do you use a sink disposal?

Using the disposal less now that we are composting

I still use it, but much less.

Yes, but only for tiny scraps and it works fine.

OK.

rarely use

What is this for?

rarely

very little

Do not use often,

Still use, but far less.

12. How is the compost pilot working for you so far?

I love the program and hope it goes city-wide. It does so much good for the environment and I don't feel guilty about spoiled food because I can compost it. Thank you!

My container hasn't been picked up twice, even though my next door neighbor's container has been picked up.

I LOVE it!!!!!! Hope so so so much that it continues. I wonder if a neighbor to neighbor info sharing would help to boost numbers

of those doing it in our neighborhood.

I sometimes overfill the green compost bags, making them tough to tie up. Are there compostable twist ties available?

I hope this continues after the pilot!!!

I don't like having to use plastic bags. Once I run out of the bags I was given, what do I do? I like that Cambridge is trying this program. My daughter lives in the Bay Area in CA and they have been doing this for years.

1. The locking mechanism on the outdoor bin can hard to work, even in good weather, and we had one period of frost / light snow when it was impossible to open. Are there other options that are still animal-proof?

2. Further outreach/instruction is probably needed on the collection system. I still see some neighbors putting the entire kitchen bin, basket and all, out to the curb, not locking their bins, or otherwise making small mistakes.

How will we replace compostable bags if/when we run out?

Only concern is that the outdoor bins are tricky to latch.

We are getting some bugs now that it is warm maybe that is inevitable but we are now- wish we weren't

Will Cambridge provide additional green BioBags if we run out, or would we have to purchase more ourselves?

when you say food scraps does that include cooked food. and should meat be cooked or raw

The container is kind of big and sits on our counter, so we're trying to sort that out. We don't know why this is better than the disposal so that piece of education would help.

What is the best way to dispose of grease, oil, and fat?

Please don't stop this pilot!!! I would be VERY sad to have to go back to the old way of dealing with our trash!

I wonder about marginal paper: egg cartons, chinese lo mein boxes, etc. Are these good because they add bulk to the compost, or bad because they're not very nutrient rich?

If I have a large amount of material for compost disposal - more than fits in a small green bag - may I use larger bags or simply place the material directly into the compost bin without a bag (knowing that if I did that, I would need to wash it clean after? As for larger bags, what kind may I use: brown paper? Should I avoid putting in tough scraps like corn cobs & pineapple tops?

Our compost bin's top was disengaged following pick-up this week; it appeared to have been tossed. We were able to get it back in place, but were surprised that it was tossed.

Need YouTube video or something more specific with what to put in the compost container. I'm could contribute more to it.

Can I add very light grade, soiled paper plates in with my compost waste?

I'm very grateful to be part of the pilot program and to live in a city that is trying this! Thank you!

I wish the bag was a little larger -- I buy cut flowers every week, and they often have to be cut up in order to fit. I am on the third floor, so I am not going to be carrying loose items to throw out. I also wish the bags had flaps to tie more easily.

It really is great, and everything IS clear and easy, but: The bags are too small, and we go through a ton of them every week. We are preparing a lot of veggies in bulk and use multiple bags with all the scraps, and it says you can compost plants, but I've had to chop up flowers and plants to fit them in the bags. At the very least, the container could stay the same size but the bags could be bigger, so that when you take them out, they aren't impossible to tie. Currently very hard to tie a bag that is even 2/3 "full." But - overall - PLEASE continue this! We have SO MUCH LESS food trash, and with a baby in the house who drops food everywhere that we can't re-use, I feel much better about composting it than throwing it out.

I love it! I wish every city could do this!

I now fill 1 trash bag once every other week instead of every week. Plus no smells as food waste is composted. Keep this program going!

My upstairs neighbor keeps trying to put food stuff in the compost bin. She puts it in with regular plastic bags or containers, even tho I have tried to explain about the compostable bags, etc. I have recommended she sign up herself but I'm not sure she understands since English isn't her first language. It would be nice if someone contacted her with some extra help to explain and get her apt online with the project as well.

Can folded pizza boxes go in the curbside bin?

It is SO convenient. The composting bin fits neatly onto the trash bin and the composting bags prevent mess. It is far better than using a disposal or carrying garbage to a compostor in the back yard. Thank you!

Smell is an issue. Pickup was ignored one week. It was pretty gross for the next week

Love living in Cambridge--you guys are doing an incredible job!!!

How do we get more bags of we run out?

I glad meat and left over food are included in the compost. Keep up the great work.

I wish my downstairs neighbor was participating as well, but she is not (yet) interested.

I cannot believe how much we waste! It's been very easy and I'm so happy to have this service.

As above, we love it, and hope the project can go city-wide. Summer will be a good test!

Please, how do we keep this going we would be devastated if Cambridge doesn't do this city wide

A squirrel (we think) ate through the lid of our outside bin. We are just putting our bags into our neighbor's bin, but last week the squirrel (or other animal) got to her bin too.

We had some serious odor problems one week. We are trying to wrap meat in paper now.

Fruit flies have taken a liking to the bin in my kitchen, so I moved it to the back hall.

I won't run out of bags for a while, but when how do I get more? I'll look on the DPW website, so I imagine I'll find out. I just don't have it in my head, is all.

We love it! It is such a gift - to not be throwing away this compostable food. We have tried to compost ourselves in the past but were never successful. This is easy, and great. Everyone else we know doing it also loves it. Thank you, thank you, thank you!

Great so far. Looking to see how this works in the hot months.

What to do with: aluminum foil, tissues, bid pizza boxes- compost or recycle? Also, does everything need to be put in the plastic compostable bag, e.g., paper food carton? What do we do if we need more bags?

I love it, but I may have to move to somewhere else in Cambridge in August. Please bring it to other parts of the city!

First week, pick up missed us but after calling, our bin scraps were taken the day we called and never a problem in pick up afterwards. Thanks. When can we pick up compost?

We currently have a baby in disposable diapers, and this makes up about 90% of our trash, so haven't seen as much difference in our trash output as we would have otherwise. We thought about doing cloth diapers, but with both parents working full time, we weren't able to make it work. It would be great if there were a way to compost diapers as well (I hear Bootstrap Compost accepts used Naty compostable diapers), but I understand that this is a health & sanitation issue. We're loving the pickup program so far. We have an outdoor bin that we share with our neighbors, but we often didn't feel like dealing with it due to the smell, slugs, insects, having to constantly mix it etc. It is so much easier to just put everything in the bin and have it taken away. I really hope this continues. I was composting before, but I was running out of places to put the compost. To clarify the disposal question. I only use disposal for small crumbs that fall off plates. I never put large food waste down disposal. It goes in compost. All in all, I LOVE it and am so happy I'm participating. You've done a fantastic job and have made it easy. All my prior composting attempts have failed miserably, attracting flies and smelling. I do have 2 suggestions:

- 1) give large liner compostable bags for outdoor bin; I've noticed that when it's on the curb people throw compost in so it smells.
- 2) I need many more of the small green bags as I'm running low.

It IS great! Thanks! (The whole world should be able to do it...)

This program is wonderful and so convenient! I love that it doesn't require any additional effort above throwing out the "trash" in a different bin! Thank you Thank you Thank you, and keep up the great work!

Still getting used to it. Appreciative that organic scraps are being put to good use. Still use disposal for liquids (like spoiled milk or sauces).

We do our own compost but curbside takes a lot more things than we do and we don't compost in the winter--so it's great. We did have a BIG raccoon knock over the bin and manage to open it and make a mess in our driveway.

I hose down (wash) my bin after pickup.

LOVE this program!!

one other great thing that I have noticed is that I am less likely to eat my kids leftovers - I don't feel as badly about "wasting food" and don't fill my stomach with unneeded food for me.

We do find it difficult to keep the bag in the kitchen bin-it slides off the sides when you put food in. We solved this problem by taking the handle off the bin and rubber banding the bag on. It saves us so much time compared to bringing things to the recycling center and the kitchen bin has VERY little odor compared to the airtight container we used to use. Love it!

I miss having compost for my garden. I would like to pick up some compost from the public works yard in the spring.

****How to get more compost bags? Will they continue to be free? **Do you have odor-stoppers/ fresheners to put in the bins for summer, in case the bins smell, even with all precautions? This is a big concern, as the trashcans are right next to our bedroom windows (alleyway). **Thank you for your thoughtful support & help. It is not easy to change food preparation habits, but we are learning how.**

How much compost can I take from the recycling center?

So far no smell, which was what we concerned the most. Will see how it does as the weather gets warmer! Hope this will be a permanent program after the pilot.

It is working great!!! Between the recycling and the composting, we have very little trash now (mostly just plastic bags/wrappers). Our trash is much "friendlier," as it no longer has any organic matter in it and no longer smells. Please continue this program permanently!! It has made an enormous difference in our household trash.

Very good so far! Just don't know where I get more bags.

I love it! I can't compost meat or dairy in my backyard bin, so this has been a fantastic addition to our existing system.

I worry about fruit flies being attracted to this in the summer months. Any advice?

9 & 10 are hard to answer-I really am only guessing. But we are thrilled to have the program and hope that it continues.

THANK YOU-- I am so glad to be able to participate and be shrinking my/our trash and helping create usable compost!

Love it!!!

If we run out of compostable bags before the year is over, will we be able to get more?

I am THRILLED Cambridge is doing this!!! I hope the pilot is a success and we move to full scale implementation. It is the kind of thing a city with our resources should take leadership on!!!

Love it! I don't have room on my tiny lot to actually use compost, but have hated to throw all the food waste out. So glad I can use it now for something good. You're doing a great job!

tissues? In SF all tissues and paper towels go in the compost but the info is confusing here. in Barcelona they have recycling, compost and trash bins on every corner. I would prefer that here. I have far too many bins in my tiny yard. A recycling toter, a trash can, a yard waste can (I use it only part of the year but the bags seem wasteful) and now a composting bin. Help! Can you get the recycling folks to get some small 32 gallon toters that we could trade for? These large ones are silly. Much too big. Before the last pickup someone put a diaper and some other trash (non-recyclable) in our large outdoor bin. This kind of thing has never happened before. Are there people who are strenuously opposed to the compost program?

I am happy to be able to compost bones and bread which reduces garbage, the bags decompose fast. It would be easier to be able to dump stuff directly in the outdoor bin, but I see that it might be difficult to maintain clean.

Are there twist ties that can be used on the compost bags? I have to fill them only partially so that I can tie them closed.

Thanks for all your good work guys! Keep it up, and let's see if we can get all of Cambridge on it by 2016!

Great job...one of the unintended consequences of this is that I am using my sink disposal a lot less and possibly saving on water. It works, but I don't have a whole lot to contribute to it.

Thanks for offering this!

The very determined raccoon has attacked the bin, trying to unlock the fastener. Had I not chased him, it appeared that he might soon succeed, although the fastener is exceedingly difficult to open or shut by any measure animal or human.

Would love larger bags for the inside bin.

But 2 of our toters have been eaten by squirrels! That's the only problem. Otherwise I LOVE it! Really it is GREAT - makes a huge difference in my trash, the bags make it super easy. My only wish is that the container was white to match my kitchen and that those nasty squirrels would keep away :)

Can tissues go in the composting bin?

we were stumped by some things with staples (tea bags, takeout containers) and looked on-line for answers. we've also been double bagging wet things, like coffee grinds and are halfway through our bio bags.

I love it! Please continue it!

LOVE LOVE LOVE it!!! Thank you for the opportunity!!

LOVE IT!!!!!!! I feel so much better about my trash. (I know that sounds funny, but I mean it sincerely.)

If there were one improvement I'd like to see, it would be to make the bags/containers larger. They fill up pretty quickly, especially when I do some routine house-cleaning (since I throw the used paper towels in there). It's not much of a hassle now, but in the winter, it could be quite a nuisance to trudge through the snow and cold every time those little bags fill up.

paper to put in recycling or compost? if it's something that could go in either, is one a better choice?

The collection bag is easily punctured and sometimes leaks on my countertop.

plastic kitchen bin feel flimsy & leak. Will they last long? used to putting vegetable scraps into a stoneware crock (which doesn't leak) before carrying the scraps outside to my backyard composter. handle on outdoor bin is difficult to shut. On the whole, it is wonderful to compost meat/dairy scraps at home, instead of making trips to the DPW. wish the pilot were less reliant on plastic.

11) I run the disposal regularly to keep it working but have not used it much since I started composting w/Cambridge years ago.

8) i eat leftovers (which I get from my daughter) more than 6 days later.

4) I have been composting with the Cambridge program for years.

2) I have a 26 yo daughter who stays with me when she is not away at school.

I would be glad to pretest surveys for you if you would like.

Only concern is that fruit flies are now attracted to the kitchen unit! Not sure how to prevent that...

Where do I get more disposable, compostable plastic bags?

Worried will run out of bags, but other than that it's great! Also, our kitchen bin has already cracked a little but I think it'll be ok

Is there any way I can donate or dispose of excess compost from my own composters?

It's great! Our amount of trash is substantially reduced. It probably smells less too sometimes, but too much of meat and fish wrapping is plastic, so that can't be recycled. One minor annoyance is that the green outdoor bin is almost impossible to latch (it has taken me 5+ minutes of trying, when I have really been determined to do it; now I just don't bother). Also, the little indoor bin has a flimsy lid connection, but that doesn't matter, as it is easy to replace if it comes off.

I do have one question ... can I compost avocado pits?

Is compost available to use in our personal garden?

I love this pilot! It's greatly reduced our trash, it was so easy to sign up and the supplies were delivered and seem to be great so far (bags/bins), and the pick-up on trash day is so convenient. This is a no-brainer! This has definitely made our household excited to compost and we'd love to see the pilot continue!

I do have an issue with squirrels chewing the large bin. They even managed to chew a hole. I have to keep it in the garage now. I think the lid might not have been latched tightly when they did this.

A minor issue with the outdoor bin is that it is short and the handle does not extend so one has to stoop-over to roll it to the curb. I usually pick it up and carry it to the curb, but that may not be an option for older residents.

What about cut flowers? Starches? I.e. pasta, potatoes, rice?

May I include cut flowers or leaves and flowers from house plants?

Please, please, please don't stop this program! We love it and it's so convenient. We've reduced the trash we take to the curb and can keep the trash in the house for multiple weeks, as it does not smell. We do not have much room for composting, so this is by far the best option we have for composting.

I love this! Really great kitchen /outside bins. hope it goes citywide and include restaurants. What a difference that will make!

I am curious about what to do when I run out of green bags. I feel like I'm going through them at a pretty rapid rate. I looked them up online and they are pretty pricey retail.

several bags break/leak, which is obviously unpleasant. We moved our indoor compost bin out of the kitchen because of odor.

We were using the green counter top bin for the first few weeks, but we had a problem with ants making their way into the bags and getting all over our kitchen. So now we put the green bags in our metal compost bin we were using before the pilot program.

The metal bin prevents the ants from getting into our bags.

Job well done!

This is really awesome. I'm very happy that the city is doing it.

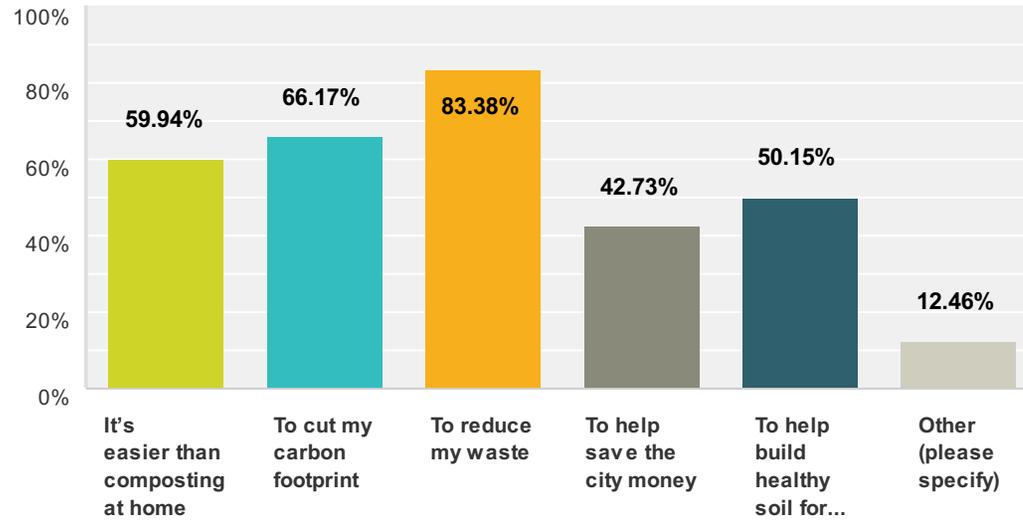
it is so awesome that cambridge is doing this - when i tell people in other cities/towns in the area they are envious!

Once our building's bucket was not picked up, but I think it was just an oversight and all has been fine since then.

thank you for doing this! it's a great program!

Q1 Why did you chose to participate in this program? (Check all that apply)

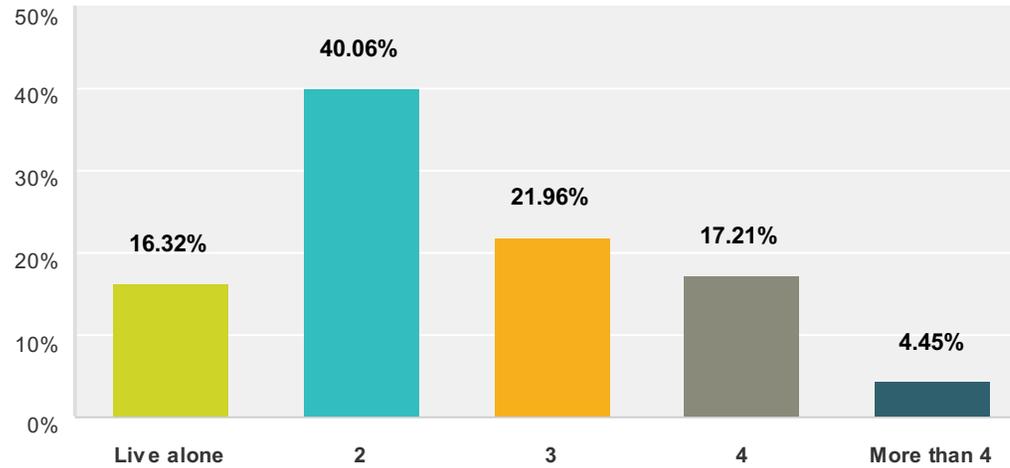
Answered: 337 Skipped: 0



Answer Choices	Responses
It's easier than composting at home	59.94% 202
To cut my carbon footprint	66.17% 223
To reduce my waste	83.38% 281
To help save the city money	42.73% 144
To help build healthy soil for local farmers	50.15% 169
Other (please specify)	12.46% 42
Total Respondents: 337	

Q2 How many people live in your household?

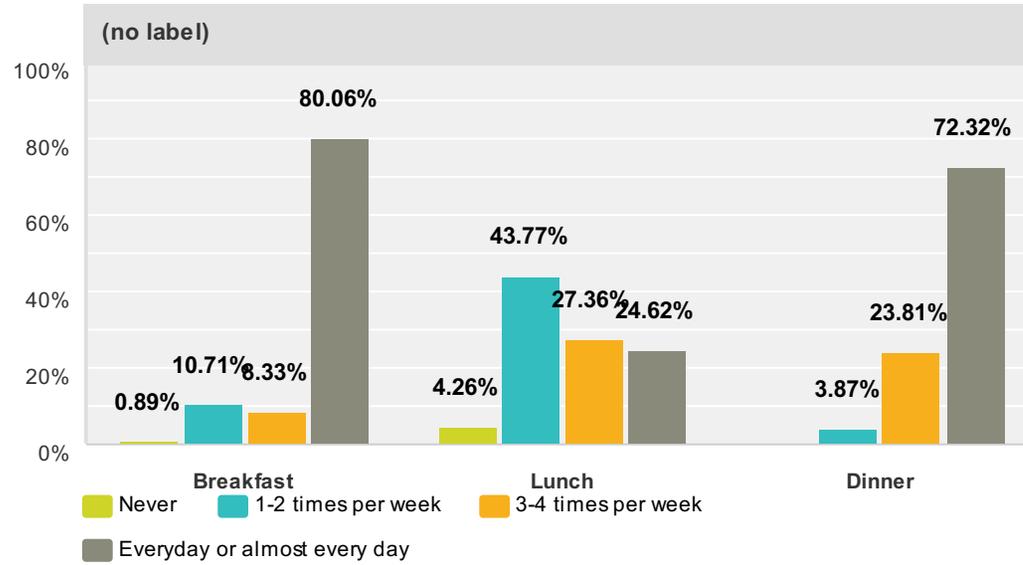
Answered: 337 Skipped: 0



Answer Choices	Responses	
Live alone	16.32%	55
2	40.06%	135
3	21.96%	74
4	17.21%	58
More than 4	4.45%	15
Total		337

Q3 Which meals do you eat at home?

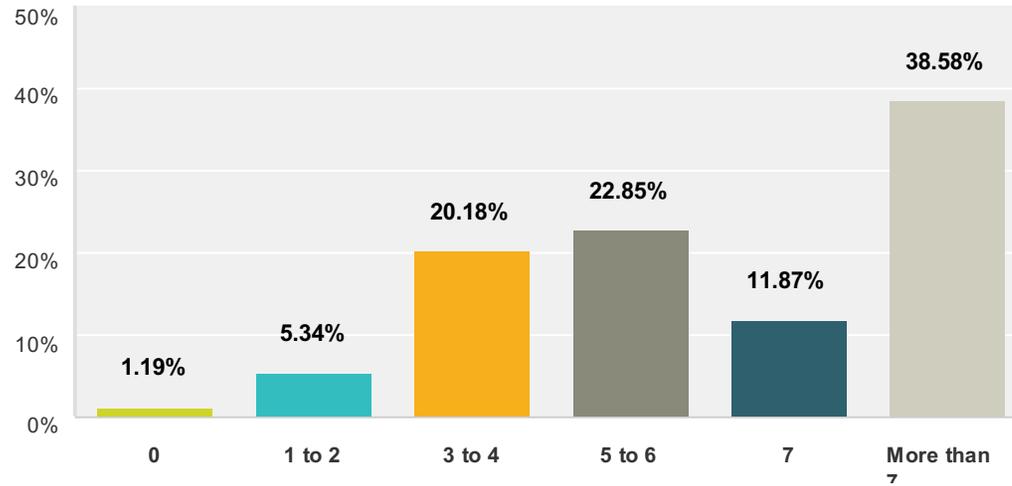
Answered: 337 Skipped: 0



(no label)					
	Never	1-2 times per week	3-4 times per week	Everyday or almost every day	Total
Breakfast	0.89% 3	10.71% 36	8.33% 28	80.06% 269	336
Lunch	4.26% 14	43.77% 144	27.36% 90	24.62% 81	329
Dinner	0.00% 0	3.87% 13	23.81% 80	72.32% 243	336

Q4 On average how many meals do you cook using fresh produce a week?

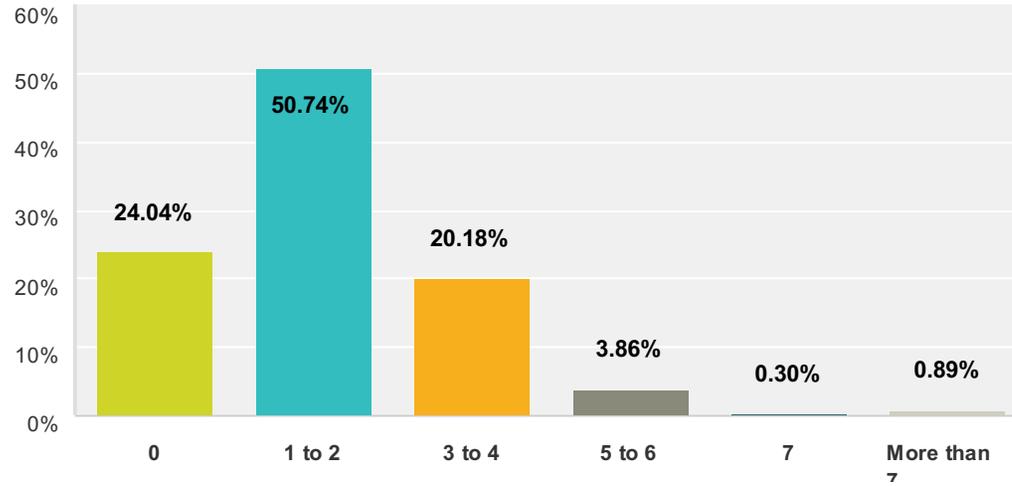
Answered: 337 Skipped: 0



Answer Choices	Responses	
0	1.19%	4
1 to 2	5.34%	18
3 to 4	20.18%	68
5 to 6	22.85%	77
7	11.87%	40
More than 7	38.58%	130
Total		337

Q5 On average, how many pre-prepared (frozen, delivery, takeout) meals do you eat a week at home?

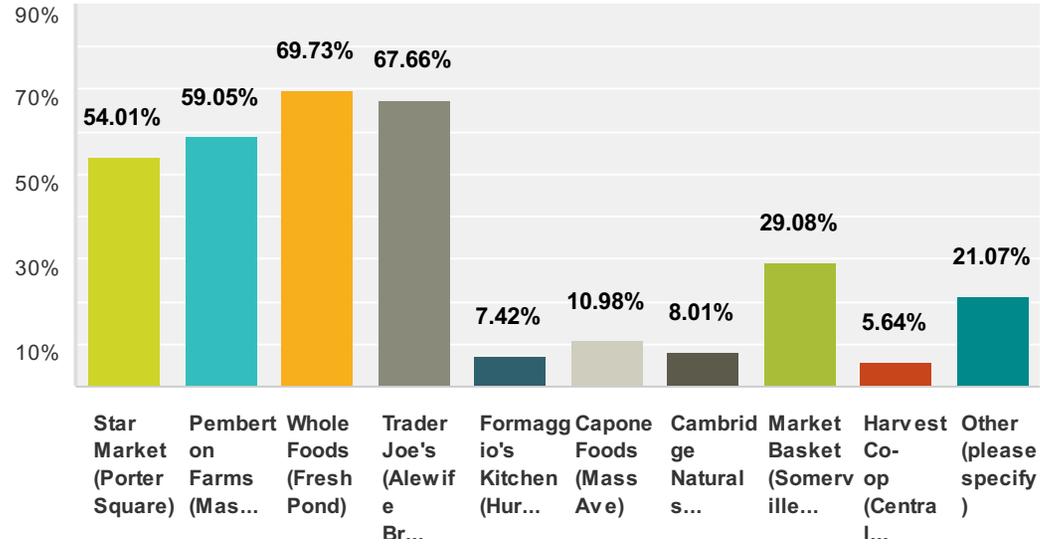
Answered: 337 Skipped: 0



Answer Choices	Responses	
0	24.04%	81
1 to 2	50.74%	171
3 to 4	20.18%	68
5 to 6	3.86%	13
7	0.30%	1
More than 7	0.89%	3
Total		337

Q6 Which grocery stores do you shop at regularly? (Check all that apply)

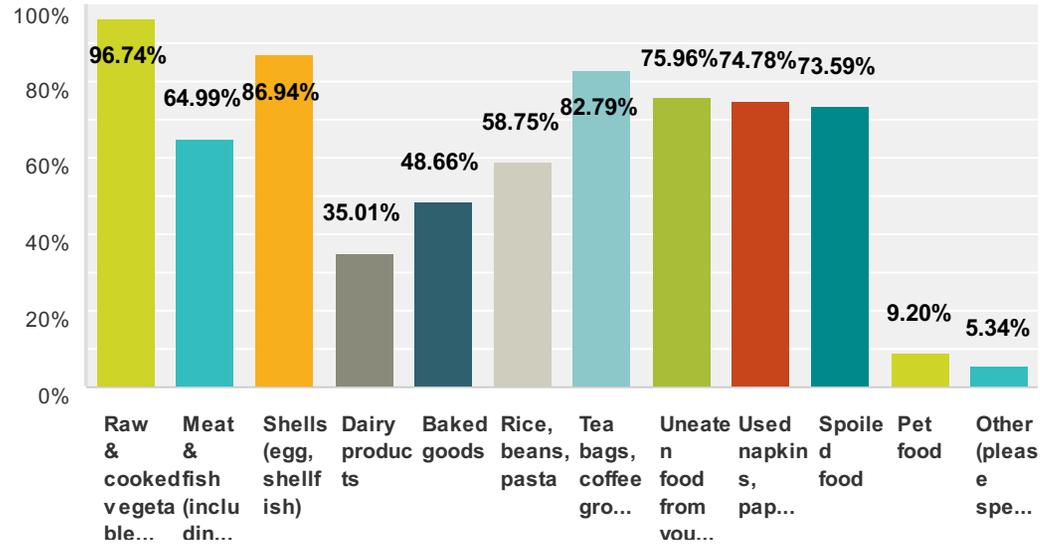
Answered: 337 Skipped: 0



Answer Choices	Responses
Star Market (Porter Square)	54.01% 182
Pemberton Farms (Mass Ave)	59.05% 199
Whole Foods (Fresh Pond)	69.73% 235
Trader Joe's (Alewife Brook Parkway)	67.66% 228
Formaggio's Kitchen (Huron Ave)	7.42% 25
Capone Foods (Mass Ave)	10.98% 37
Cambridge Naturals (Porter Square)	8.01% 27
Market Basket (Somerville Ave)	29.08% 98
Harvest Co-op (Central Square)	5.64% 19
Other (please specify)	21.07% 71
Total Respondents: 337	

Q7 What type of food scraps do you collect in your kitchen container? (Check all that apply)

Answered: 337 Skipped: 0



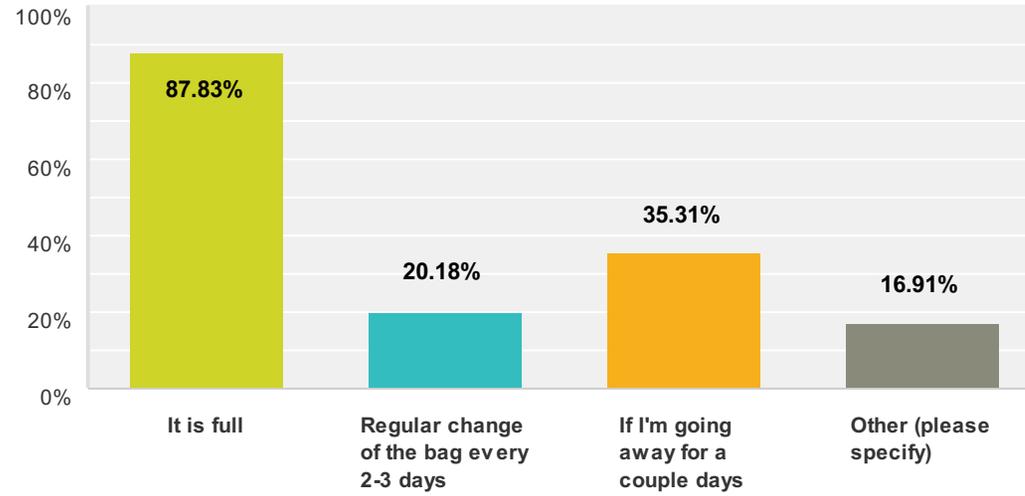
Answer Choices	Responses
Raw & cooked vegetables, fruit	96.74% 326
Meat & fish (including bones)	64.99% 219
Shells (egg, shellfish)	86.94% 293
Dairy products	35.01% 118
Baked goods	48.66% 164
Rice, beans, pasta	58.75% 198
Tea bags, coffee grounds	82.79% 279
Uneaten food from your plates	75.96% 256
Used napkins, paper towels, coffee filters, waxed paper	74.78% 252
Spoiled food	73.59% 248

Cambridge Curbside Compost Pilot - Survey 2

Pet food	9.20%	31
Other (please specify)	5.34%	18
Total Respondents: 337		

Q8 What prompts you to empty your kitchen container? (Check all that apply)

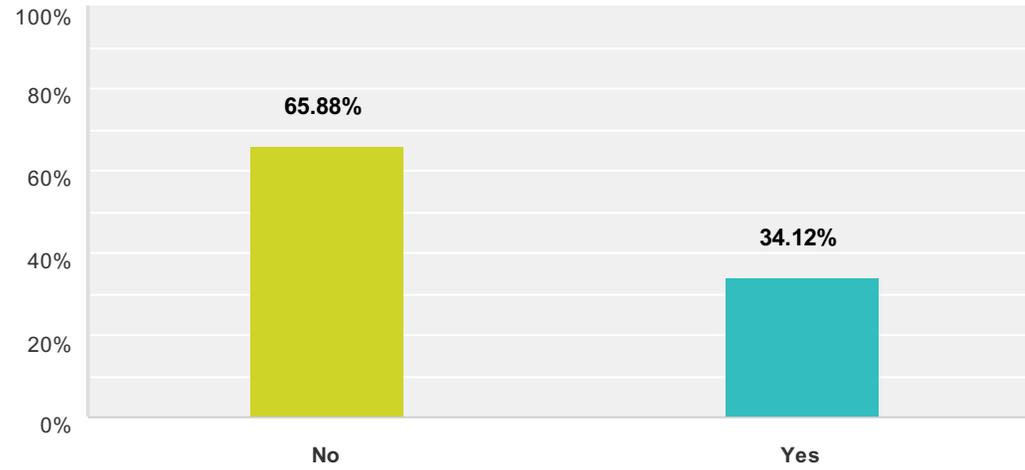
Answered: 337 Skipped: 0



Answer Choices	Responses
It is full	87.83% 296
Regular change of the bag every 2-3 days	20.18% 68
If I'm going away for a couple days	35.31% 119
Other (please specify)	16.91% 57
Total Respondents: 337	

Q9 Have you noticed any odor from the kitchen container?

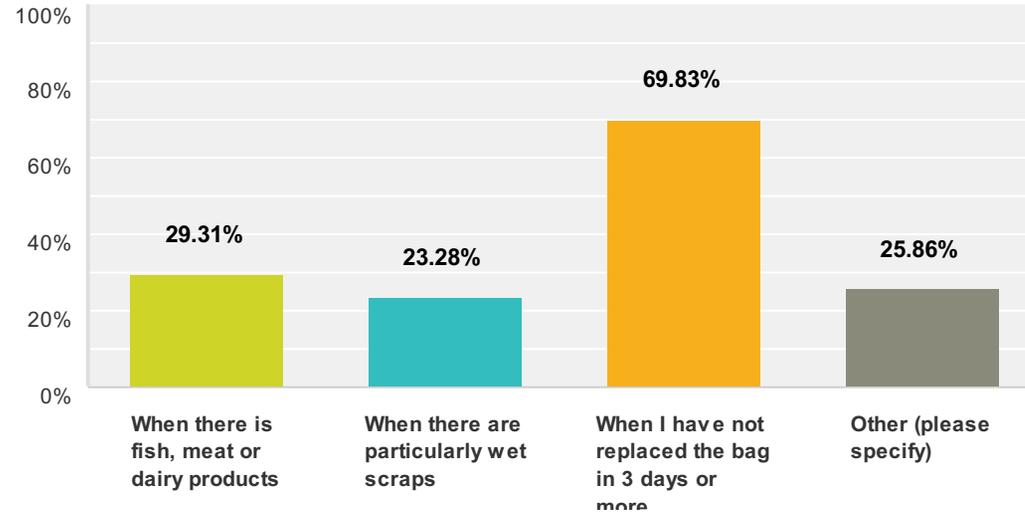
Answered: 337 Skipped: 0



Answer Choices	Responses	
No	65.88%	222
Yes	34.12%	115
Total		337

**Q10 If you answered "Yes" to the previous question, when do you notice odor?
(Check all that apply)**

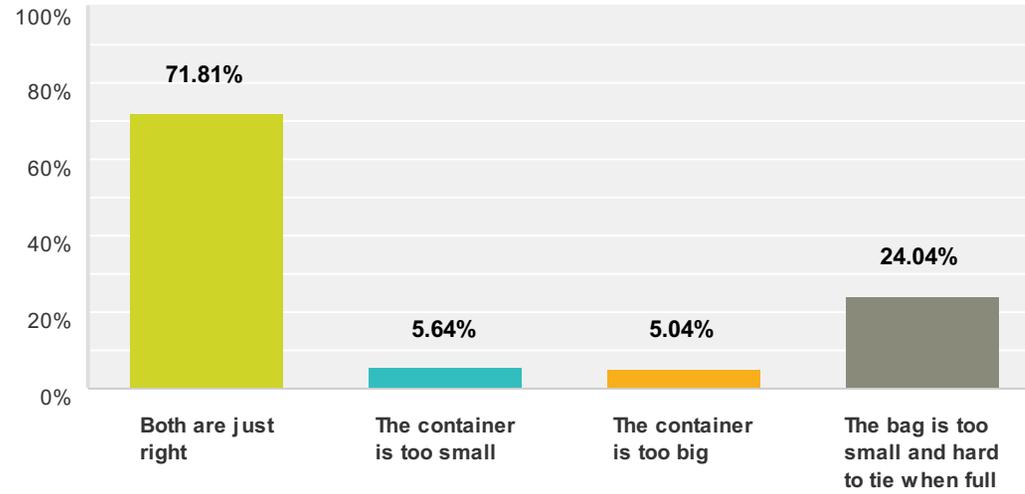
Answered: 116 Skipped: 221



Answer Choices	Responses	
When there is fish, meat or dairy products	29.31%	34
When there are particularly wet scraps	23.28%	27
When I have not replaced the bag in 3 days or more	69.83%	81
Other (please specify)	25.86%	30
Total Respondents: 116		

Q11 What do you think of the size of the kitchen container and bag?

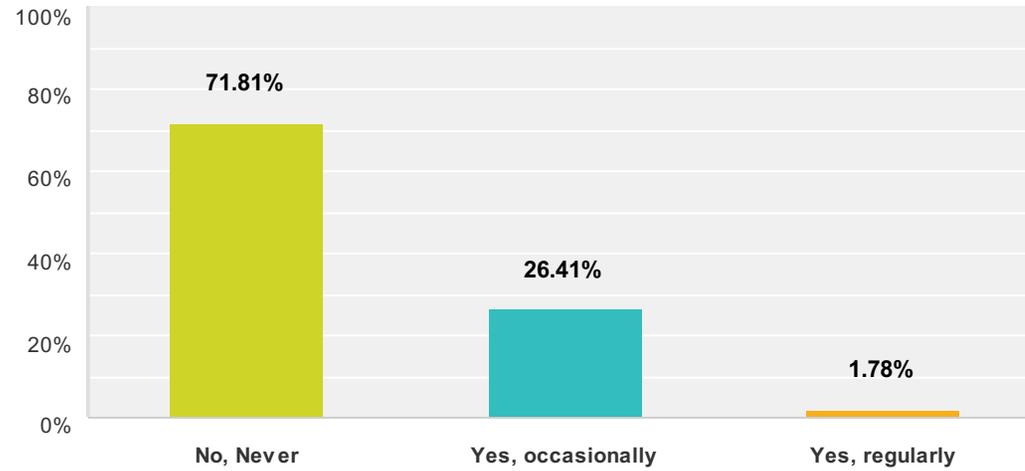
Answered: 337 Skipped: 0



Answer Choices	Responses
Both are just right	71.81% 242
The container is too small	5.64% 19
The container is too big	5.04% 17
The bag is too small and hard to tie when full	24.04% 81
Total Respondents: 337	

Q12 Do the bags break?

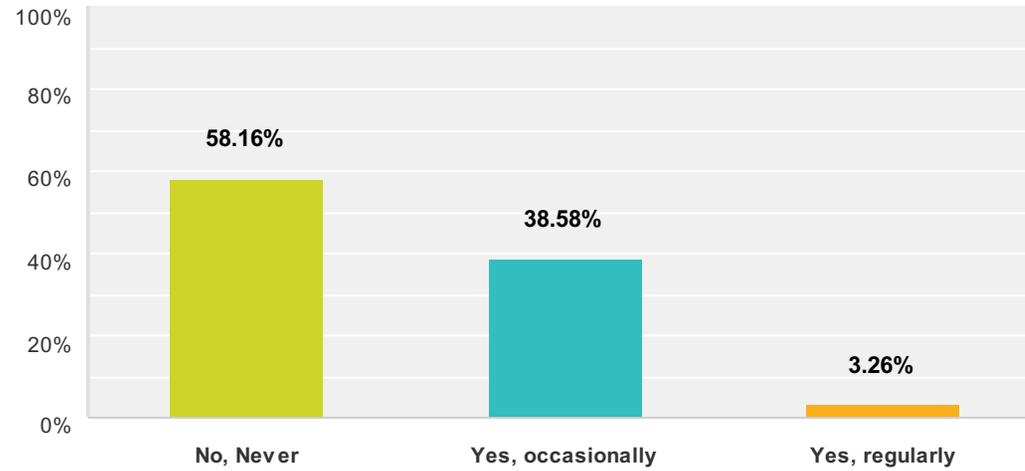
Answered: 337 Skipped: 0



Answer Choices	Responses
No, Never	71.81% 242
Yes, occasionally	26.41% 89
Yes, regularly	1.78% 6
Total	337

Q13 Do the bags leak?

Answered: 337 Skipped: 0



Answer Choices	Responses
No, Never	58.16% 196
Yes, occasionally	38.58% 130
Yes, regularly	3.26% 11
Total	337

Q14 Additional Comments or Questions

Answered: 132 Skipped: 205

Q15 Name (optional)

Answered: 142 Skipped: 195

Q16 Email (optional)

Answered: 132 Skipped: 205

All's well so far!

congrats on a program well executed!!! you made it very easy to comply with - not an easy task

Fantastic program! I hope it can be rolled out across the rest of Cambridge.

Glad I'm part of the pilot. I do notice less solid waste and I use the sink disposal far far less.
great program. I'm glad to participate!

Happy with it almost no trash now from 4 bags to 1 bag of trash a week

I am so grateful for this program! Our garbage has been reduced by at least 50%.

I am so happy to see how little trash we now have and could consider a much smaller garbage bin in the kitchen!!

I like the service! I hope it's going well.

I love not trying to keep up with my compost bin- turning, finding enough brown material, etc. I will love it even more in winter.

I love that this program is in place. I want to get my neighbours on board so I've given them the pertinent info, but I fear their relative young age & dislike of the landlord plays a part in their reluctance. I would like to see an interactive website, whether it's Facebook or something else, so that fellow composters can share experience, tips & info. Done right it could turn into a compost/gardening site in no time. Only I think it would be wise to discourage political discourse & encourage new & inventive ways to make the world a better place. You guys are certainly doing your part.

I love this composting program! I feel like my actual trash is so much lighter, rarely smells and can be emptied less frequently! I would be really happy if this program continued past the pilot year.

I love this! My actual trash has decreased exponentially. So glad that you take all food scraps, including protein.

I'm so glad we have this program. Even though I composted before, the range of items I can compost now is much greater, and I find that most weeks, I only have one, or sometimes two, bags of trash.

I'm very happy with this program! And very happy that I'm able to easily compost my food scraps... I used to pay Bootstrap compost to come and pick up my compost, so I'm glad I don't have to do that anymore!

In the past I have not composted foods with oils or meat products.

It's a great program, thank you!

Just want to thank you for starting the program. I do compost most of my raw fruits/veggies, tea bags and coffee grounds in my own compost bin. However, I like having a place to put the meat/fish/dairy/pet food/soiled papers.

Looks like an animal nibbled on the bag while it was inside container under my kitchen sink!! Made me want to use a sealed container instead of the one city provided.

Love being able to compost!

Love it!

Love the program!

Love the program!!!! Thank you!

Love the program.

Love this! It is so good for us in the summer when we have our CSA.

Overall I am very pleased to be able to compost my scraps. This is especially true for all the eggshells, produce scraps, and coffee grounds I produce and hate to throw in a landfill.

Placing container in freezer has helped reduce smell and fruit flies. This program is awesome so happy to be a part of it!

Program is very good. Our triple decker with all three units enrolled illustrates that (1) you can reduce, by weight, what would go to the dump by greater than 70%. That means that our household non-compostable, non-recyclable waste for the building (3 units) has gone from about 65 pounds per week to less than 25 pounds per week. So, a building that generated about a ton and a half a year of stuff to go to dump prior to experiment should now only generate less than half a ton. This should not have been done as an experiment. Towns like Hamilton, MA, (not a hotbed of environmental activism) rolled this out as a mandatory program two years ago with no difficulty. Every household had to obey rules from day one. We should immediately do same here. Cambridge is a great place to live--low cost of real estate taxes, high level of city services--citizens should be asked to behave responsibly by helping to improve our environment and help to reduce community operating costs. Regards, Peter

Program is working well. We keep the bag in the freezer during the summer. We also compost all appropriate materials in yard compost as well, except in winter.

seems like a great systems far as it is easy and convenient

Still loving it!

Thank you for all you do in this project. I'm so grateful!

Thank you for this program. Keep up the good work. And p.s. our neighbors bin went missing after last pick up- 8 George St

Thank you so much for this service! It's reduced our un-recyclable trash production by about 1/3-1/2.

Thank you!!

Thanks again! We love the program!

thanks for a great program!

Thanks for doing this! When will you decide whether or not to take it city-wide?

thanks for starting this program. I always wanted to do composting, but was worried about mice. Also it is a bit of work to keep a good compost pile.

Thanks!

Thanks! Very much enjoying the program so far, and appreciate the ability to compost in an apartment with no access to outside composting.

The Compost program is terrific. The only garbage I have now are plastic wrappings all contained in one bag for the garbage truck. Everything else is recycled or composted. Wonderful program! Thank you.

The container just fits perfectly onto the shelf on my refrigerator door right as it opens up. I put scraps into a small plastic container as I am cooking and then dump them into the larger container in the fridge periodically. This works well - no smell or insects. When the cold weather comes back I may put it back on the kitchen counter but we will see. Aside from taking up room in the fridge, this system is working well for me.

The process is working just fine. We're having to re-think our usual patterns of waste disposal, but that's coming along pretty well.

The program seems to be going very well. Thank you for putting it together.

This is a great program. Composting at home was something I never got around to doing. Thanks for the opportunity to reduce waste.

This program is a win-win-win: We use a garbage disposal less, Cambridge saves money, good soil is created. Love it!!

this program is awesome! it has revolutionized my trash - between this and recycling, the only thing we throw out now are plastic bags and plastic wrapping. And the trash doesn't smell any more!!

This program is great. Because of the Recycling Program and the Composting program we have very little traditional garbage, about half regular sized plastic grocery bag each week!

very convenient

Very pleased with the program

We are sooooo happy with this program. The bin is a little topsy, that might be the only change I would make. Maybe more reminders on how to avoid smells in the rare cases it happens.

We are very happy to be disposing of food waste in a way that will be of use to farmers.

We have a large outdoor container since we're a veg. family & our tenant participates when he's home. It works very well. I have heard people say that the smaller ones are kind of a pain to move out to curb--awkward size & they end up trying to pick up & carry.

We have had to move out of our apartment for 3 months and I am seeing a big difference in the amount of trash we accumulate.

We have now been keeping the bin in the fridge, which has reduced the amount of flies and the smell
We love city composting! Keep it up!

We LOVE this composting program. It has reduced our waste considerably. We don't eat meat or we would probably compost bones and stuff.

We love this program and hope it is continued! One additional benefit is that it helps us to modify our purchasing behavior to reduce the amount we waste by reducing the amount we purchase at a given time

We love this program!

we love this program! many thanks for making it happen in Cambridge

We're still thrilled to be part of this!!

We've been surprised by how much we use our compost bin.

When the bag is full, I've been putting it in the freezer, until trash pick up night. So they don't get too ripe in the bin in the hot sun of summer. Thanks for this excellent pilot program! I hope it's a success.

Your system of wrapping goopy stuff (tofu, wet beans) in newspaper is helpful for managing this.
Thank you for doing the pilot in my neighborhood!!!

16 12% **Request for Continuation (Positive)**

Are we going to keep curbside composting in Cambridge? I really hope we do.

Good program. Hope it expands.

Great job, and keep it going.

Great program, hope it continues.

LOVE LOVE this program. PLEASE keep it going and spread the love the rest of our fair city.

I hope that Cambridge is seriously considering expanding this program to the entire city after the pilot program finishes. It has greatly reduced our trash generation (maybe Cambridge could decrease trash pickup to every other week as a result?) and our trash doesn't smell at all anymore!

I love having curbside compost pick-up. I hope it continues beyond the pilot.

I love the compost program and hope it continues. My trash is so much lighter and I don't have to waste food scraps by throwing it away.

I love the program. Keep it up!

I love this program! Although it has shown me and my family the enormous quantity of food we throw away and that makes me feel bad. But it's b/c I have young kids (1.5 & 3) and I hope they'll learn from this and outgrow some of the food wasting habits. Thank you for this program - I hope it goes city-wide!

I'm so proud to live in a neighborhood that has city composting! I'm from Vermont (where they passed a law so that it will be illegal not to compost in a few years). I grew up with a compost and it's so awesome that the city is taking this step. I hope it's successful enough to implement city wide. I also think it would be awesome to get restaurants and offices on board, but I know that is a HUGE undertaking.

I'm very glad the city is running this program and I hope it expands! It feels good to know we are part of something that is at least intended to reduce waste.

Really excited about this program. Kudos to all of you spearheading it and keeping it rolling. I hope it can be Cambridge -wide soon. thanks for all your work!

The composting program has been great. I hope that it becomes a regular part of the city waste collection.

We love the compost pilot - I really hope to see it permanently after the pilot period!

We've loved participating in this pilot and hope all of Cambridge will be composting soon!

13 10% **Fruit fly comments**

Tons of fruit flies around it almost always.

Fruit flies are a huge problem, I stopped collecting scraps for that reason. Keeping it in the fridge does not sound OK, wish there was another solution.

Fruit flies are a problem now with the hot weather. I don't have room in the refrig for the bag so we need some other solutions to this problem.

Had to move the bin outside due to fruit flies. But has been working well there. May move it into the freezer just to have it more accessible.

I have not been particularly happy about the bees and flies around the outdoor container and I definitely do not want to keep this discarded food--sometimes spoiled food--in my refrigerator. My outdoor space is also very limited so I have few choices about where I can keep the container. I feel that composting is a good thing to do and it all works well except for the issues with the outdoor container.

I have stopped using the green plastic container on the counter since it breeds fruit flies. But I do use the green baggies to hold organic waste on the counter or in the fridge for a day or two before I put it in the green outdoor bin

I don't like the bugs that grow in the big green container in summer. I rinse as directed. Just saying
Noticed this week that due to bags leaking our outside bin started to attract bugs. We're paying more attention to how tightly we tie the bag and we washed the bin out and hopefully that'll resolve the problem.

The fruit flies are the worst part! The rest is awesome!

The whole system works great except for the fruit flies. They are a huge problem. The suggestion to avoid this by putting the compost in the refrigerator was a non-starter. Any other ideas? Thanks!

We had to move our bin to the freezer to keep the fruit flies at bay.

We've gotten some fruit flies in the kitchen as a result of the compost bin. It hasn't been too bad so far.

While I understand the logic of the container that does not seal tightly, the fact of it's many openings and not solid sealing makes it a remarkably effective breeding ground for fruit flies.

5 4% **Odor Comments**

Collection bin can get quite smelly when seepage occurs.

I keep my container in the freezer to eliminate any chance of odor and it's been great.

Our kitchen gets really hot in the summer and the curbside compost container smells really bad.

We've also had problems with fruit flies.

Stopped composting because of smell and flies.

The odor can be a problem for us, and space is limited in our home so there's no room in our fridge or freezer for used bags until pick up day. also, if the bin is empty, it tends to tip over while we are trying to put our scraps in.

15 11% **Bin/Bag Comments**

bag breakage is a serious defect.

bag is certainly hard to tie. Maybe it needs a better lid?

Bags slip off of lip of container

Handle-tie bags would be great. I don't think changing the size of the "kitchen" container would change how we're using it.

I am a little scared that the bags will break or leak so I'm super careful with them. The outdoor totes are the only problem - squirrels keep getting into them.

I am still concerned about the latch on the outdoor bins. It was very difficult to use when we had spring frost and light snow; I am not sure how it will work through the long winter. It seems like it could freeze shut.

I do wish the counter top container was designed to limit gnats more.

I have a small kitchen and little counter space and the container, although the right size for scraps, is large and not very attractive.

I store the in-home container under my sink, and I did take the precaution of placing a stick-up style charcoal odor-absorber right near it. I would not want to let the unit sit there more than 3-4 days before emptying it, so that's why I like the relatively small size, as it forces us to empty it into the outdoor bin frequently. I have occasionally put to-go cups in there that appear to be plastic but are clearly labelled as "compostable"; hope that was ok.

I'm glad you asked the question about the bags being too small for the container, and hard to tie when full, because I was planning on reporting that to you. I like the size of the container, and also the size of the wheeled bin. I just wish the bags were taller than the container so that there was still bag left when the container was full.

one of the hinges on the lid on my in-house bin broke and I currently have it wired with a twister, I could use a new one

The container feels a bit flimsy and maybe top-heavy.

the container you gave us (with all of the holes) was giving off too many fruit flies. we dont have room to keep the container in the fridge, so i got a compost container with is air tight (mostly). I also keep a fruit fly trap (a small bowl of balsamic vin covered with syran wrap with a few holes in it) next to the bin.

We haven't found the lid on the kitchen basket to be useful. It comes off easily so we stopped using it. We keep under our sink and it has been fine without the lid.

The big container seems much larger than necessary.

4 3% **Free Bags**

I think participants shouldn't have to buy new bags - there should at least be an option for people to get them for free. If it's easier for someone to pop by a store and buy them then that's their choice, but if this is a municipal service that saves Cambridge money, bags should be provided.

I think the City should pay for the compost bags, not the user since it is saving the City money

I think you should offer to re-supply households with bags if they tell you they cannot afford to buy them. They are pretty expensive.

It would be great to get more composting bags free from the city, but I guess that's not feasible.

5 4% **General negative**

Composting is a good idea but frankly not worth the trouble in the summer for three related reasons: 1) Too hot to cook, so we and neighbors often eat out or get takeout and eat in park or walking around; 2) Heat makes bins disgusting, even w washing them, because just two or three bags smell and attract bugs; 3) People are away more for vacation etc so less oppty to empty containers, bring bin to curb etc - less refuse, but it sits there longer so smell and bugs worse. Right outside windows. YUCK!

Critters knawed a hole in the curbside container so flys and maggots have become an issue the past month.

I don't like using the plastic bags. There is a similar program in Oakland, CA that I'm familiar with and they don't use bags.

the outside compost garbage can is awkward to pull because of it's size: low to the ground

we have stopped composting for the summer because we go away every weekend and also our house (second and third floor) in cambridge gets very hot in the summer and the compost goes bad and then we dont have room in our freezer for bags of compost. It gets too complicated with going away every weekend to keep track of it. We will definitely start composting again in the fall September 1!

9 7% **Questions**

1. Can I use the green produce bags from whole foods as the bag? 2. Can I / should I also put kleenex in? This is what you are supposed to do in San Francisco but the instructions are confusing so I'm still putting these in the garbage.

I didn't know that there were any cost savings for the city associated with this program. If that's true, I'd like to see it emphasized more.

Is it possible to purchase more recycle bags cheaper? I think their overpriced now and should be less expensive. Why are they expensive?

Is there a limit as to how much food-stained paper we should be putting in the compost container?

Please estimate dollar cost and energy cost per pound of compost

We're moving to Fayette Street July 25th. Any possibility of of having composting in that area?

We've enjoyed being able to participate in the project so far, and are very happy to continue to decrease the amount we're sending to the landfill. As an aside, we know that the recycling center takes a wide range of plastics that are harder to recycle else-where. Would Cambridge consider a 'plastics pickup' or more decentralized deposit bins to increase take-up of plastics bags and wraps? This is now our current largest disposal item.

What determined whether a household got a large or small green bin, the outside one?

When can I get compost for my garden?

2 1% **Statements**

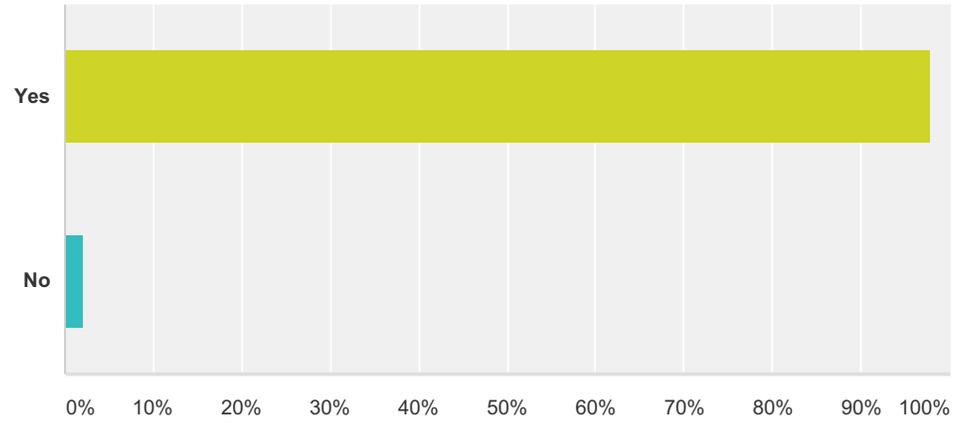
I live with my wife who works. So during the week, only I eat breakfast and lunch at home whereas we both eat dinner together

In warmer weather, or if bag is filling slowly for some reason (fewer meals at home on a given week), the bag/container does smell. We simply put it in fridge, and it's small enough that we can use it within fridge for short periods. Works fine as solution.

Curbside Compost Pilot - Survey 3

Q1 Do you feel like collecting food scraps in a separate bin is now a habit?

Answered: 332 Skipped: 1

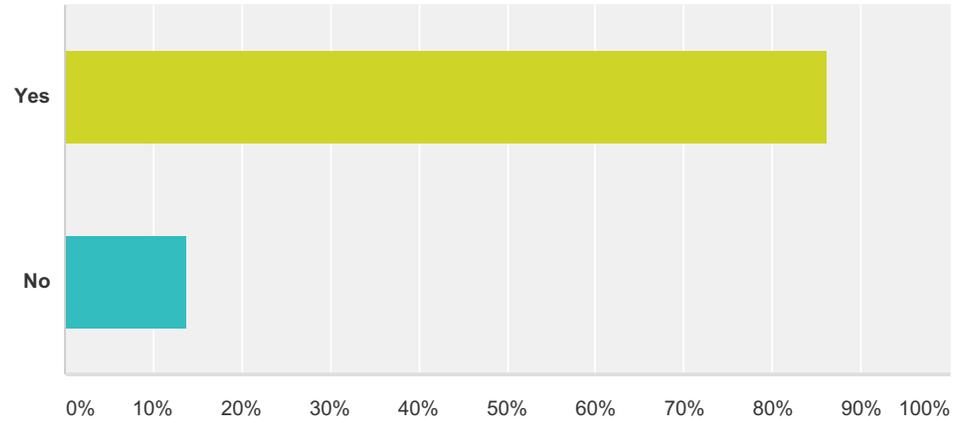


Answer Choices	Responses	
Yes	97.89%	325
No	2.11%	7
Total		332

Curbside Compost Pilot - Survey 3

Q2 Have you spoken with friends, family or neighbors about the pilot? (Check all that apply.)

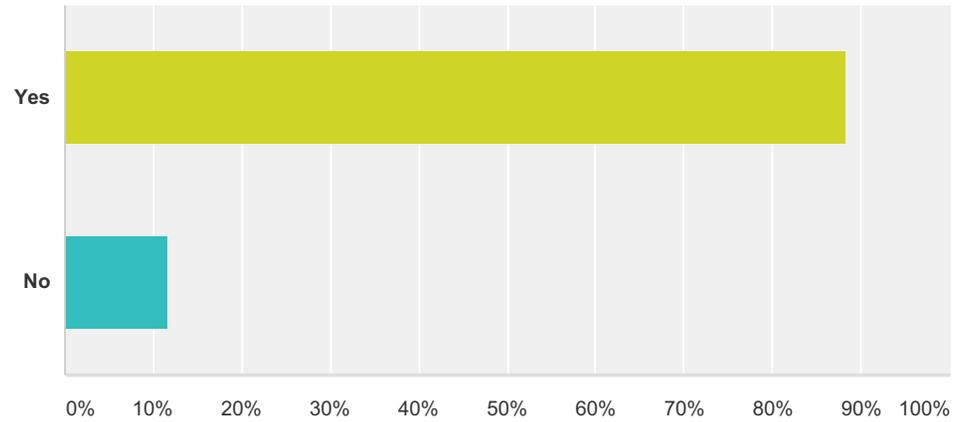
Answered: 332 Skipped: 1



Answer Choices	Responses	
Yes	86.14%	286
No	13.86%	46
Total		332

Q3 Are you using the kitchen collector the City provided to collect your food scraps?

Answered: 332 Skipped: 1

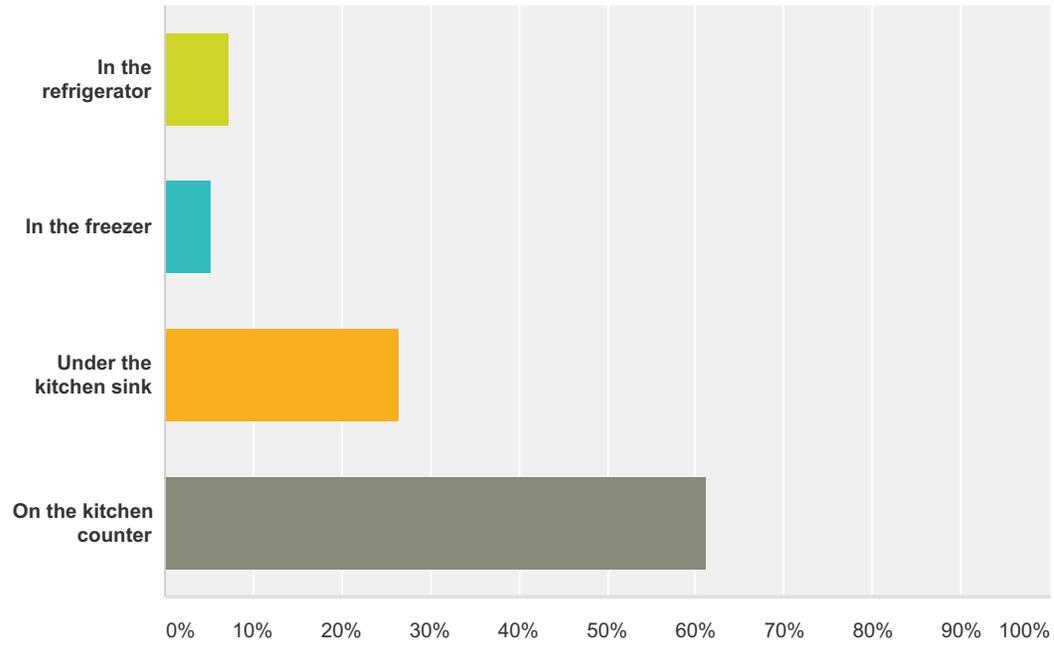


Answer Choices	Responses	
Yes	88.25%	293
No	11.75%	39
Total		332

Curbside Compost Pilot - Survey 3

Q4 Where do you keep your kitchen container?

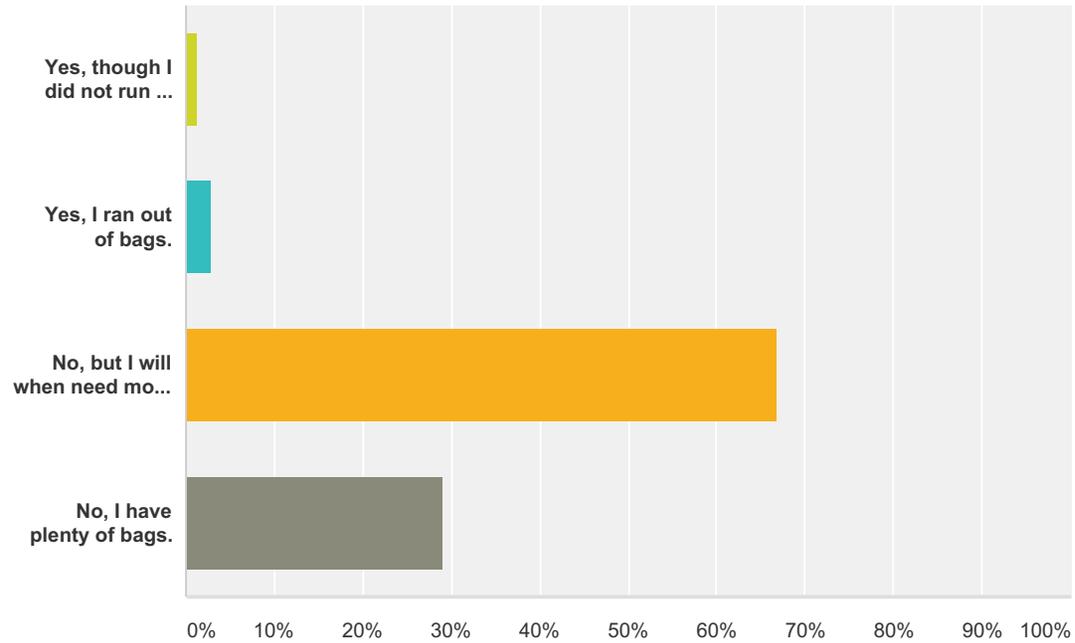
Answered: 332 Skipped: 1



Answer Choices	Responses
In the refrigerator	7.23% 24
In the freezer	5.12% 17
Under the kitchen sink	26.51% 88
On the kitchen counter	61.14% 203
Total	332

Q5 Have you used the Buy One Get One Free coupon for BioBags?

Answered: 332 Skipped: 1

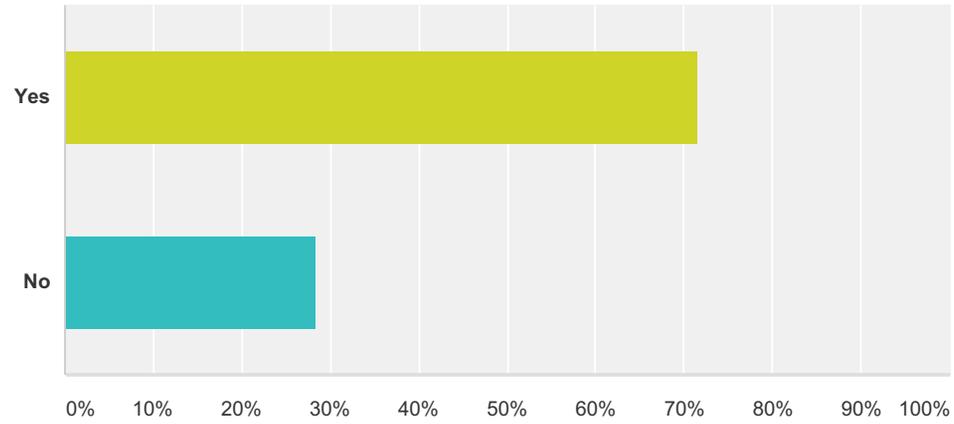


Answer Choices	Responses
Yes, though I did not run out of bags.	1.20% 4
Yes, I ran out of bags.	3.01% 10
No, but I will when need more bags.	66.87% 222
No, I have plenty of bags.	28.92% 96
Total	332

Curbside Compost Pilot - Survey 3

Q6 Have you had fruit flies?

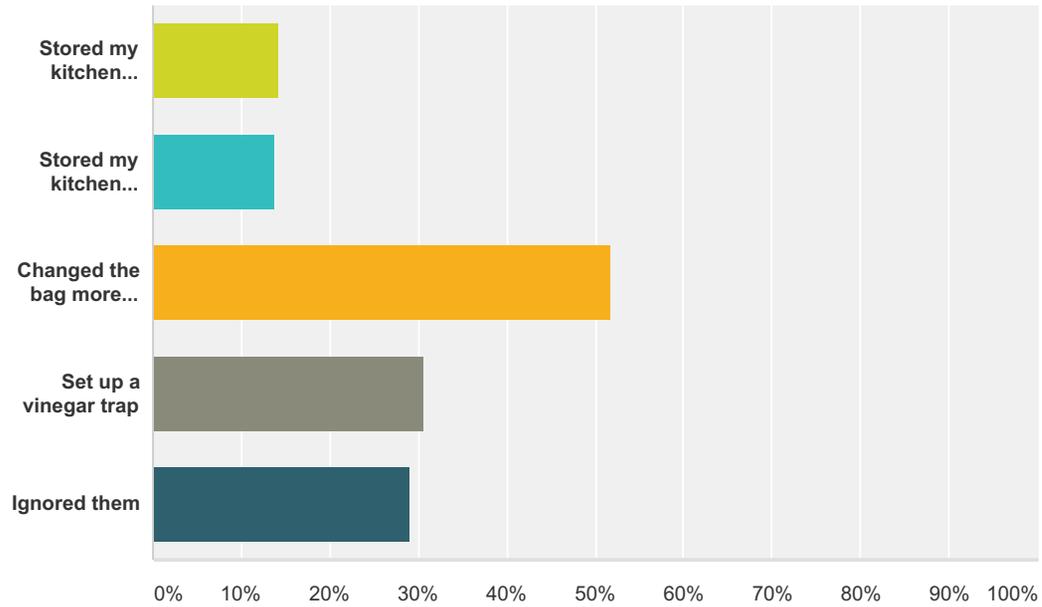
Answered: 332 Skipped: 1



Answer Choices	Responses	
Yes	71.69%	238
No	28.31%	94
Total		332

Q7 If you've had fruit flies, what did you do to address it?

Answered: 238 Skipped: 95

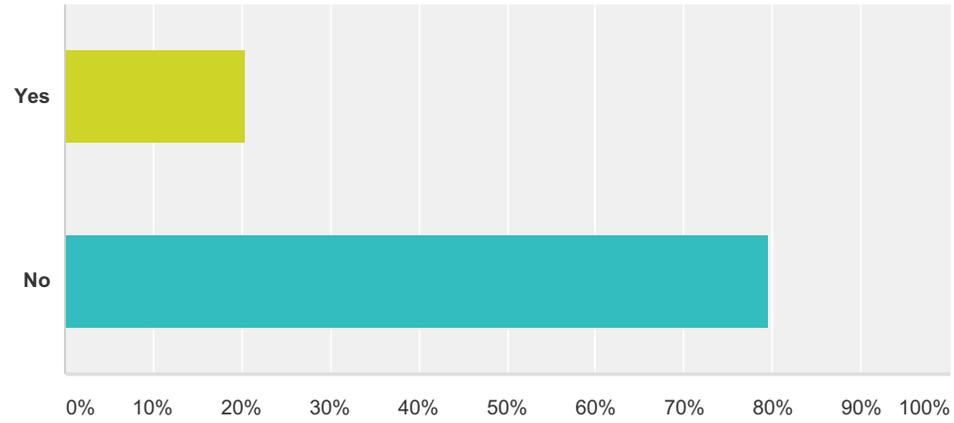


Answer Choices	Responses
Stored my kitchen container in the refrigerator	14.29% 34
Stored my kitchen container in the freezer	13.87% 33
Changed the bag more frequently	51.68% 123
Set up a vinegar trap	30.67% 73
Ignored them	28.99% 69
Total Respondents: 238	

Curbside Compost Pilot - Survey 3

Q8 Before the pilot, did you notice rodents around your property?

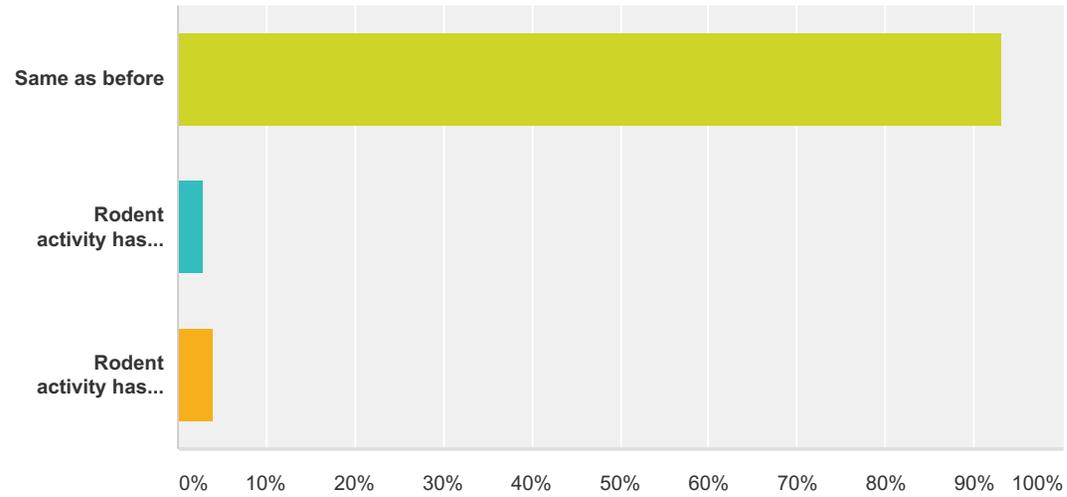
Answered: 332 Skipped: 1



Answer Choices	Responses	
Yes	20.48%	68
No	79.52%	264
Total		332

Q9 Since the pilot started, have you noticed a change in rodents around your property?

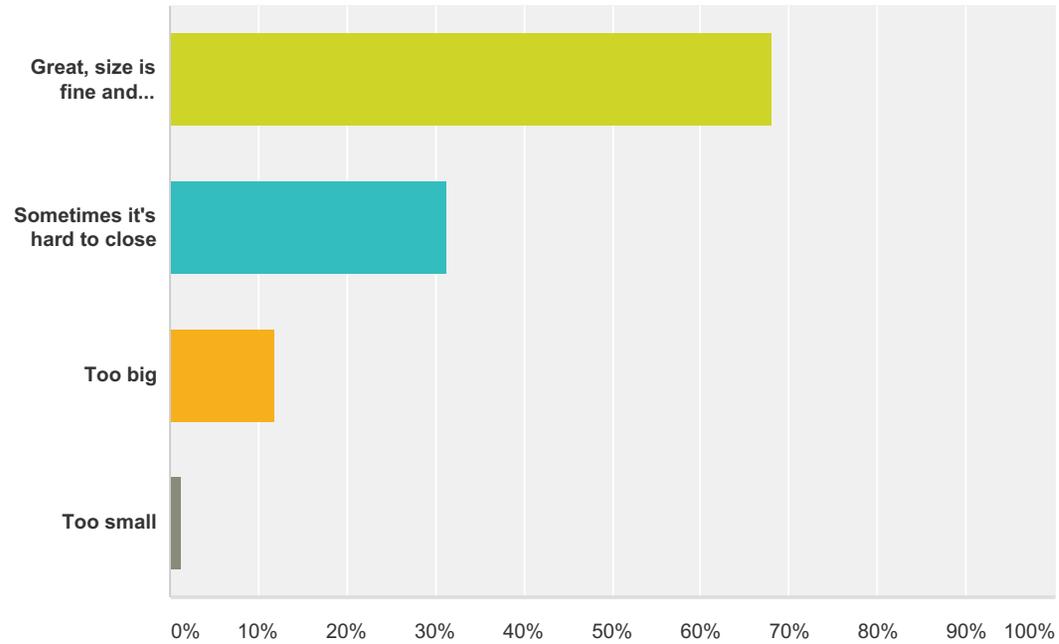
Answered: 332 Skipped: 1



Answer Choices	Responses
Same as before	93.07% 309
Rodent activity has increased	3.01% 10
Rodent activity has decreased	3.92% 13
Total	332

Q10 If your outdoor green bin has a latch on the top of the lid (for 3-12 unit buildings), what do you think about these bins?

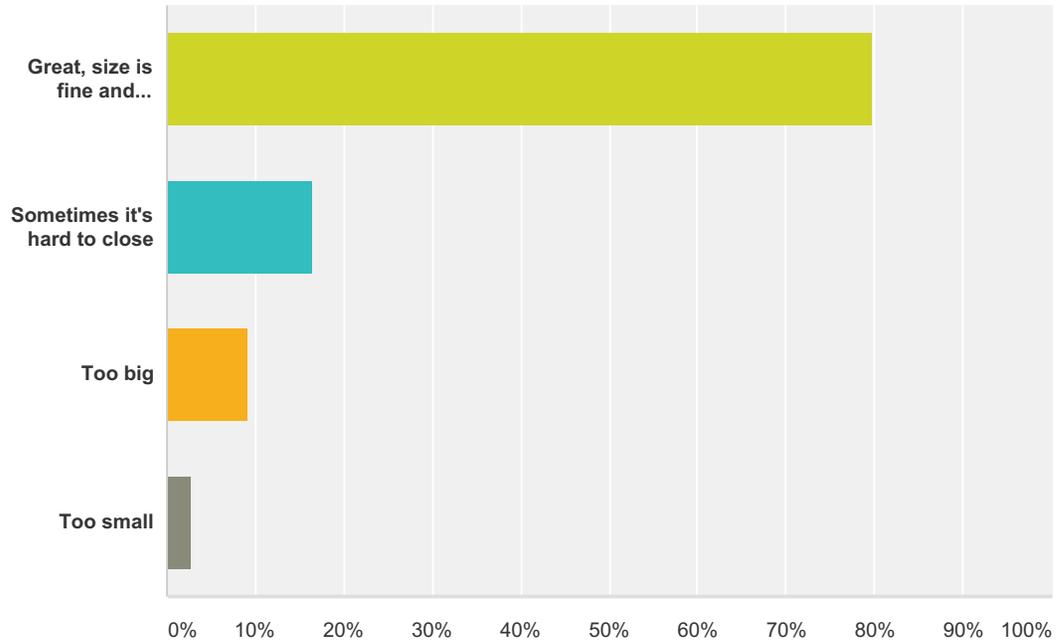
Answered: 160 Skipped: 173



Answer Choices	Responses
Great, size is fine and they're easy to use	68.13% 109
Sometimes it's hard to close	31.25% 50
Too big	11.88% 19
Too small	1.25% 2
Total Respondents: 160	

Q11 If your outdoor green bin has a latch on the front of the lid (for 1-2 unit buildings), what do you think about these bins?

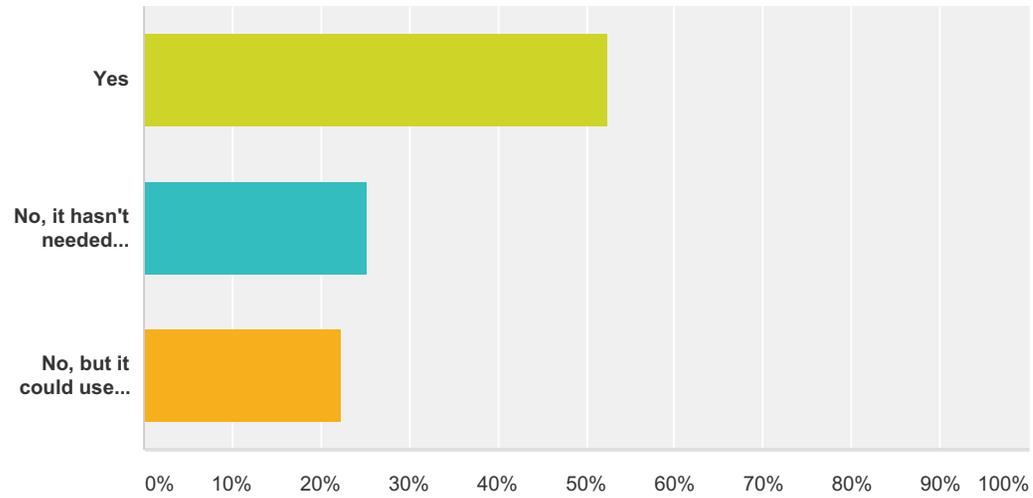
Answered: 183 Skipped: 150



Answer Choices	Responses
Great, size is fine and they're easy to use	79.78% 146
Sometimes it's hard to close	16.39% 30
Too big	9.29% 17
Too small	2.73% 5
Total Respondents: 183	

Q12 Have you cleaned your outdoor green bin? (When you do, thank you for draining the wash water onto a grassy area, never into storm drains.)

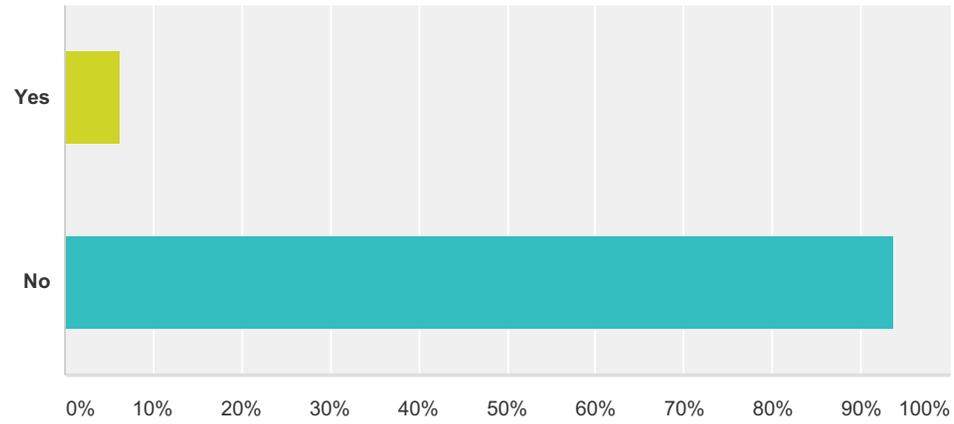
Answered: 332 Skipped: 1



Answer Choices	Responses
Yes	52.41% 174
No, it hasn't needed cleaning.	25.30% 84
No, but it could use cleaning.	22.29% 74
Total	332

Q13 Have you picked up finished compost from the Recycling Center for your garden?

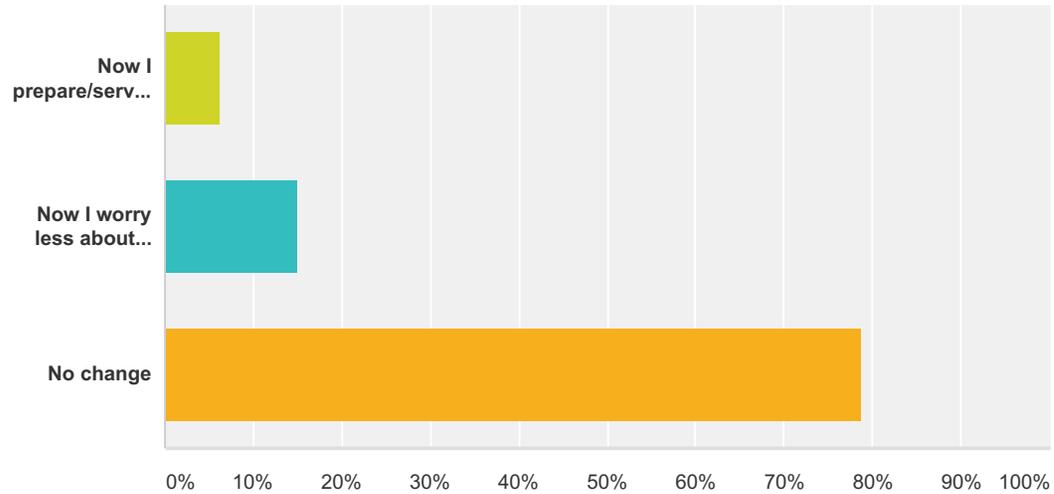
Answered: 332 Skipped: 1



Answer Choices	Responses	
Yes	6.33%	21
No	93.67%	311
Total		332

Q14 Since the pilot started, have you changed the way you prepare and/or serve food?

Answered: 332 Skipped: 1

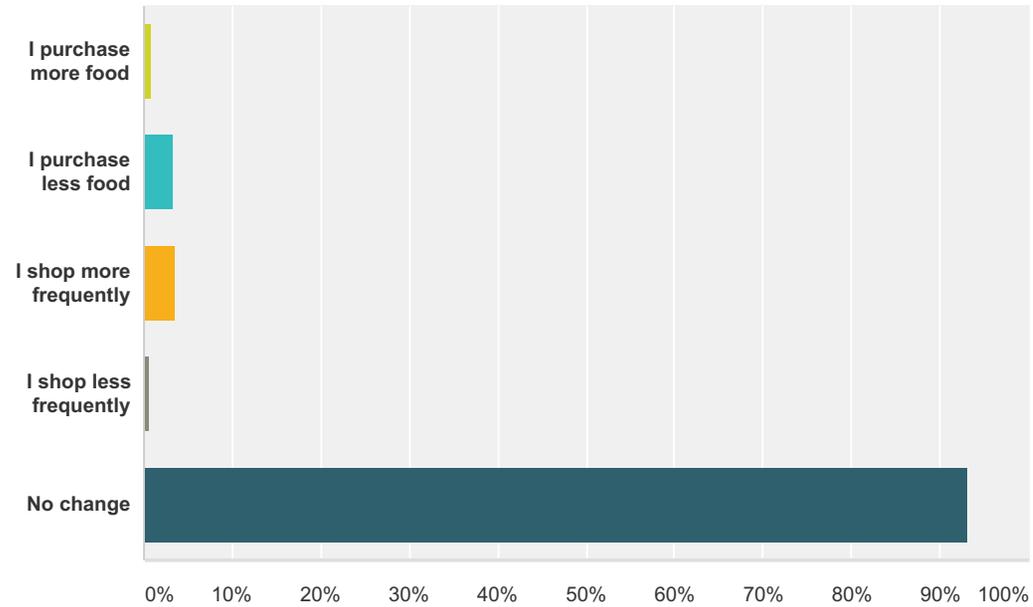


Answer Choices	Responses
Now I prepare/serve less to reduce waste	6.33% 21
Now I worry less about wasting food because I can compost it	15.06% 50
No change	78.61% 261
Total	332

Curbside Compost Pilot - Survey 3

Q15 Since the pilot started, have your shopping habits changed? (Check all that apply.)

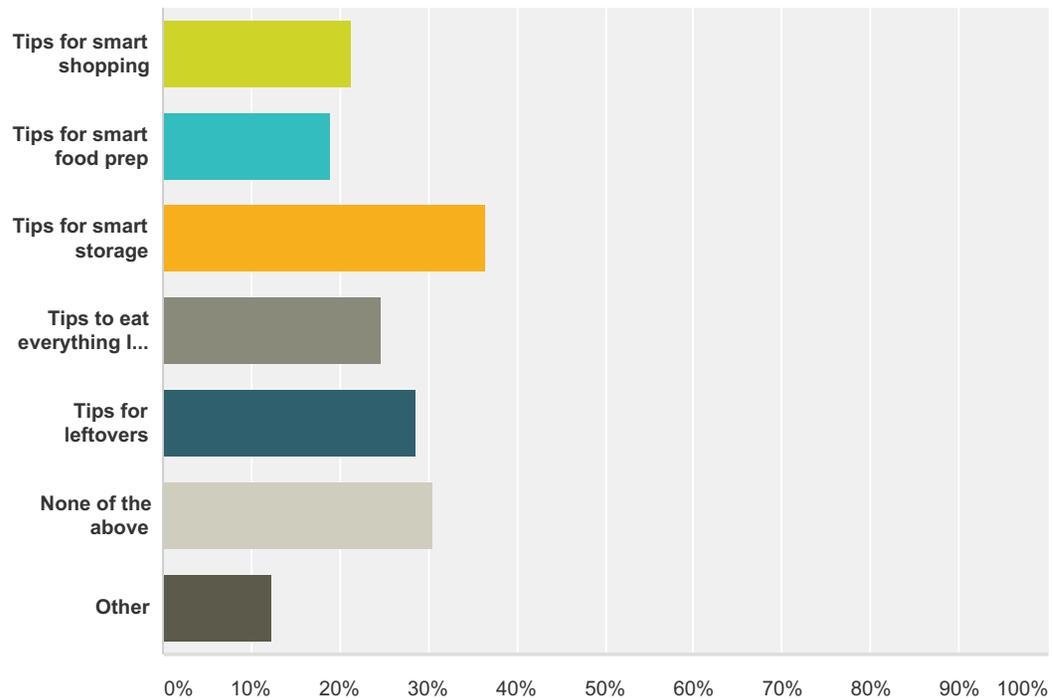
Answered: 332 Skipped: 1



Answer Choices	Responses
I purchase more food	0.90% 3
I purchase less food	3.31% 11
I shop more frequently	3.61% 12
I shop less frequently	0.60% 2
No change	93.07% 309
Total Respondents: 332	

Q16 From the last survey, we learned that the majority of participating households are composting spoiled or uneaten food. While some waste is inedible, what would help reduce edible waste? (Check all that apply.)

Answered: 332 Skipped: 1



Answer Choices	Responses
Tips for smart shopping	21.39% 71
Tips for smart food prep	18.98% 63
Tips for smart storage	36.45% 121

Curbside Compost Pilot - Survey 3

Tips to eat everything I buy	24.70%	82
Tips for leftovers	28.61%	95
None of the above	30.42%	101
Other	12.35%	41
Total Respondents: 332		

44 **1. Do you feel like collecting food scraps in a separate bin is now a habit?**

16 36% **Old Habit**

always has been

We were already collecting scraps for our own backyard composting.

It was also a habit before I lived in Cambridge.

I was already doing it for home composting but now I can compost a greater variety of items, which is fabulous.

It has always been a habit for me because this is how I was raised in PA in the mid seventies.

Had been using a backyard bin, but happier to have the city collection

Already was from when I was growing up.

has been a habit for years -- only difference is now I include meat scraps

Honestly, though, I've been a backyard composter for years. Collecting food scraps is one of my longtime habits.

15 34% **New Habit**

I have a really conveniently placed trash can (in the counter, right where I cut)

it's fantastic--we put out almost no garbage any more!

Second nature now!

I now hate the thought of throwing food in the trash!

Even my 2.5 year old has it as a habit.

It is second nature and the kids love doing it.

I love it!!! I feel like I am not wasting all these wonderfully compostable scraps without having to compost them myself (which is simply not going to happen...)

The whole family has gotten into the habit.

I moved the bin to the freezer for the warmer weather (to prevent bugs) and am now contemplating moving it back to my kitchen counter which is a bit more convenient. But it's definitely a habit.

I actually now move the compost bin to an easier place so while I am preparing food I can get to it easier.

8 18% **Appreciation**

It's so good to not be throwing it in the trash or using lots of water to get it down the disposal!

Our kids love this job!

My kids scream at me if I put orange peel in the regular trash!

Please don't stop the program!

Amazed at how much scraps I used to put down the sink!

We love that we are not wasting our scraps

5 11% **Issues**

the fruit flies have repeatedly become unmanageable, so we've stopped

For me, but my partner is terrible!

But that is only because we had to stop for a while because our bin got moldy it was a habit before that happened in the summer now we are slowly getting back into it.

Occasionally, my 8 year old forgets

I still forget sometimes... it's more a process where I look at the fridge on Sunday night and see what I can put out for collection.

121 **2. Have you spoken with friends, family or neighbors about the pilot?**

45	37%	Simply Positive
		Great, easy to use program. reduces trash meaningfully.
		My friends are also part of the pilot. We've talked about how little garbage we toss due to composting and I've spoken to non-composting friends about the same thing.
		We talk it up all the time, noting how little garbage we have and how good it is to save the waste stream from all this stuff.
		A friend recently moved from Jamaica Plain to Cambridge. She told her real estate agent she wanted to live at a compost address!
		Very happy that all the wasted food, rotting food, napkins, coffee grounds go to good use
		I have praised the efficiency and convenience of the program
		I'm proud of my city (and glad I don't have to deal with backyard composting...)
		I totally brag about it to friends who are out of the pilot zone and am really sad when I have to throw away compostable materials at their houses.
		Friends visiting from other communities were impressed that the program exists.
		I have talked enthusiastically about the program to folks in other neighborhoods and towns.
		I'm proud to let them know that Cambridge is launching this program.
		People from other parts of Cambridge wish they could participate.
		yes -- i emailed my neighborhood list serve and also told my neighbors who are not already signed up that they can sign up again now.
		I let people know when they come over. Have talked briefly with the other tenants in the building and landlord about how great it is.
		I say how much better I feel in dealing with uneaten surplus food and not as wasteful.
		Positive comments out and positive feedback in, but most are not within the pilot area.
		I and my teen are very proud to be part of a pilot program--it feels as if we are the advance team (the avant garde)--and are lucky that our city sponsors the composting. I always praise the thoughtfulness of the curbside containers, the kitchen collector, and the biobags--thanks!
16	13%	Boasting/Enviousness
		Mostly I gloat about how their neighborhood isn't as cool as mine.
		People from other parts of Cambridge see what I am doing when they're over and are envious!
		I have friends in Shrewsbury MA to whom I have "boasted" about the Cambridge program as a model for other communities.
		Our Cambridge friends in other neighborhoods are jealous and eager to participate
		I've often mentioned it to friends in other parts of Cambridge and in other towns and they are very jealous!
		Bragged about it to friends living in less enlightened towns. Urged neighbors to sign up. Just talked it up a lot. people are impressed and enthusiastic.
		I rave about the program. I have a number of friends who are jealous they aren't in the pilot area and who can't wait for it to be a city-wide program.
		That we are lucky to have a free collection for compost provided by the city. Other people are jealous and want it too
		I've told people who live outside North Cambridge about the pilot program and they were jealous and wished they could be part of it
13	11%	Hoping for Continuation/Expansion
		Wishing the pilot were more widespread and in Somerville!!!
		The rest of Cambridge is anticipating an expansion for certain!
		Mostly people outside of the pilot area (and outside of Cambridge) are super jealous. :)
		Family and friends are enthusiastic about it, wish they had the service in their city/towns as well
		My brother lives in San Francisco and they have been doing curbside recycling for years. I have other friends who wish their community did this.
		Everyone I know outside the pilot area is hoping it will expand
		Telling people how much we love it. And them wanting to know when is it coming to my neighborhood!
		Yes! We love it, and so do our neighbors. Those that do not live within the pilot vicinity hope that it will be expanded. It is a true gift to the community, and a small step to better the world.
		I have friends (who live nearby but not in Cambridge) who have told me they wish their neighborhoods collected curbside compost!
		Most of our neighbors are part of the program, but friends in other parts of the city are hoping the program expands.
		Everyone I have spoken with about the program (who is a participant) says that their regular trash has been reduced and they are very glad they are participating - and that they wish the city will continue this program. Everyone I have spoken with who is a Cambridge resident not in the pilot area hopes the city implements curbside compost for everyone.
		I tell everyone how excited I am to be part of Cambridge's pilot program, and that I hope it becomes permanent.
8	7%	Positive with Caveat
		I love the composting pilot but most of the time other people's reaction is "that's so Cambridge"

		There seems to be support for the idea of this program, but I question how many who say that they support it are actually following through.
		Very curious lack of buzz about it in neighborhoods. Most folks who wanted to do it simply did so naturally and shut up about it.
		yes but not much. We share the idea that keeping the bag always tightly closed we keep away flies and smells
		I've gotten one of my housemates to participate. The other is pretty anti-green and I don't talk to her much, so I didn't bother. My boyfriend sometimes gives me stuff like chicken bones to compost, because he can't put animal scraps in his backyard compost, but I can put them in the curbside compost.
		It takes a change in behaviour, you find that you use more of the fresh food, and you get used to it quickly. But that is what the civilized Swedes have been doing for decades. If you don't like to change generally, then putting compostable trash into another bucket will be hard. It is only your conscience that will trouble you.
		We are happy about the program but we all agree that the green bin has some balance issues. Difficult to roll to street.
12	10%	Suggestion to Participate
		Just that I have forwarded the emails when you were looking for more people to sign up, encouraging them to sign up.
		I told new tenants in the building about the pilot. I have not seen any evidence that they are participating yet.
		It was my upstairs neighbor that told me about the pilot program.
		I have new neighbors and they asked about the program. I gave them some info.
		One of our next door neighbors had missed it somehow, and we told her about it. And we've been doing this jointly with our condo neighbors too.
		Several of them then signed up. It was very useful the day you were at the park at the bottom of Haskell and Pemberton. I sent several people down to see you.
		I asked my neighbors if they would be interested in participating and one signed up.
23	19%	Neutral Comment
		Just to mention that I am participating.
		In routine conversation
		just people in my building, as an FYI.
4	3%	Negative Response
		My sister thinks we are crazy and is not sure she could keep compostables on the counter
		Some of my friends are surprised about this program. But I am not sure how enthusiastic they would be about participating (friends live in Somerville).
		Have discussed with participating neighbors regarding the common issue with fruit flies. All have been frustrated by this issue.
		what to do about smell and rotting at bottom of bin in summer heat

3. Are you using the kitchen collector the city provided to collect your scraps?

11	24%	Fruit Flies
		It attracts fruit flies.
		Fruit flies!
		Too many fruit flies were growing in it during warm weather, so we've been storing bags in the refrigerator or throwing them in the curbside bin more frequently.
		Over the summer, we experienced a significant increase in fruit flies. So we stopped composting during the warmer months.
		sort of. Attracted flies during the summer. Cook in bulk for the week, so often just fill a bag and bring it directly to the larger bin outside
		The seal on the top of the collector does not fully close and so there are always small fruit flies buzzing about. So we simply keep the green bag on the counter and keep it closed tight in between uses. We do however go through a lot more bags as a result—sometimes 4-6 a week.
		because of fruit flies, we have kept the bag directly in the freezer since the summer.
		Fruit fly and moth infestation was difficult to control in an open container, so we put the bag into a sealable plastic cylinder.
		Problems with fruit flies. Purchased a stainless steel compost bin with filtered vents (inexpensive) which is both nicer looking and has stopped fruit fly problem.
		It was attracting flies, so we put the bags in the outside container on a frequent basis.
		With the top of the bag open it attracts fruit flies.
6	13%	Aesthetically Displeasing
		I made one at Mudflat. the one that was provided was aesthetically displeasing
		We have purchased a more decorative "china" bin which looks better on our counter.
		I wanted one that looked nicer on the counter top and was more airtight. I bought a Simple Human stainless steel one with a filter that works well.
		We had one already that was a bit more aesthetic in appearance.
		I purchased a stainless steel one from Tags. It is more attractive and closes snugly
		it was too ugly.. honestly the plastic one was a waste... completely unnecessary. should have been optional.
		We had a kitchen counter bin we'd been using for years that we prefer. I know it sounds snooty but it fits better with our decor.
10	22%	Pre-existing Bin
		I had one so I gave mine to my downstairs neighbor to use. It is ceramic, and a little better looking. Carbon odor filter in lid.
		Also have a smaller one that I use more frequently, but the city provided one is good when doing a big meal
		We have a stainless steel bin we were using before the pilot started. We found ants got into the container provided by the city.
		I have a stainless steel collector that's more compact and can sit on my (not very extensive) kitchen counter
		We bought our own kitchen collector to put on our counter.
		Am using the collector but find it rather flimsy, and the top won't stay on.
		I had another small step-on waste can that fits better on the floor of my small kitchen
		Already had a different container. Stainless steel with an odor filter in the lid.
8	18%	Stopped Using KC: Function
		we now use a bucket, because the bags leak
		Switched to a smaller container that fit in the freezer for the summer when the fruit flies were bad.
		I have a nicer one that has a lid- I have also found that the bags begin to decompose, rip, and spill the contents- to say nothing of how much it would smell.
		Unfortunately, it got nibbled by mice or other rodents. So we keep scraps in bag in a bowl in the kitchen.
		I don't like having the food out on the counter, even in the bin, so I just put food out on collection day.
		if this program is going to continue, I will upgrade to one that seals closed.
		Too big and bulky for my countertop. I use a ceramic jug with a lid and put the green bag in it.
3	7%	Freezer Related
		Food scraps have been stored in the freezer since the warm weather began.
		I have a very small refrigerator, and I've found that keeping scraps in the fridge helps cut down on odors. So I just store the bag in there and add to it throughout the week.
		Smaller topless plastic container in freezer--can just open freezer door and dump, no fuss with lid.
5	11%	Approval
		It's perfect.
		We love it
		Yes, it's great!
		At first, we weren't--it took up too much space, but it seems to be better than frequently taking out a plastic takeout container

63 **4. Where do you keep your kitchen container?**

10	16%	Weather/Fly Related
		During the summer, in the freezer, as there were many fruit flies attracted to the bin. Otherwise, on the counter or under the sink.
		it's been a warmer than normal fall, so waiting til Nov 1 to put the container back on the kitchen counter. That'll be more convenient and hopefully the cooler weather will mean fewer fruit flies.
		We just pulled ours out of the freezer.
		In colder weather on the counter, in warmer weather in the freezer
		In the fridge only when the weather is very warm (say, over 80).
		I did keep the container in the freezer over the summer to avoid flies.
14	22%	Near Recycling/Trash
		Under counter, next to trash and recycling
		On top of my indoor trash barrel lid
		Near the garbage we have a plant stand - perfect-
		Under my bed. :) actually, In a cabinet next to the garbage.
		actually, we keep it on the floor near our trash can.
		The handle balances it on one side of the kitchen trash bin that pulls out of the cabinet. Non-compostable trash fits along side it in the bin.
6	10%	On the Floor
		actually on the floor near the sink
		On the floor near the kitchen counter
		We do NOT have it on the counter but I had to mark something because it says required answer. We store it on the pantry/kitchen floor
4	6%	Fridge
		Our fridge is very full. We do get fruit flies this way though
		Plus a bag in freezer of meat waste, as needed.
		We use the compost bag itself and put it in the refrigerator.
		Our refrigerator, including the freezer, is too small to put the kitchen container in.
6	10%	Multiple Locations
		Sometimes in the refrigerator - depends on where there happens to be more space on any particular week.
		Moved it to the fridge when ants moved into our kitchen. Plan to move it back under the sink
		and the freezer with certain foods eg chicken entrails.
		We did keep it on the kitchen counter but now it is outside on the small back porch. Not enough room in the fridge or freezer, and flies were getting gross on the Kitchen counter.
13	21%	Counter/Stool/Windowsill
		actually, under an open cabinet
		Actually on a windowsill
		I don't use the collector provided by the city, but I keep my ceramic container on the counterrttop.
		On an easily accessed lower shelf on cart in middle of small kitchen
		In a bowl on counter with plate on top. Sometimes I put contents into my green bin for my own compost like for meat, fish, or pet food. I put it directly into a bag and bring downstairs. Not using the city green bin too much right now.
3	5%	Outside of Kitchen
		In the back hall entry way, outside of the kitchen area
		On the porch off the kitchen
7	11%	Other
		small kitchen = hard to find a good spot
		It fits great on the door.
		No issues with odor, flies, etc. We keep the lid closed, and don't even empty it every day. Maybe 2x/week. Maybe we're lucky. Also, we don't waste much food or put much wet stuff in there.
		Have to empty it a lot
		there is no space in our freezer to put scraps.
		my only complaint is that it doesn't come in white
		See above -- just the bag, not the container.

35 **5. Have you used the Buy One Get One Free coupon for BioBags?**

6	17%	Will Use/Used Coupon
		Which will be any week now - I'm almost out.
		I'll probably need them before the 1-year trial is over.
		I will eventually
		Not yet--first two tries the store only had 1 box. But will keep trying since we'll need more soon. The answer I checked is not correct but the system forced me to check a box
		Just in time- have only a few of original bags left. thanks
		Since my husband put scraps in the old bin and I use the new one, I'm not running out of bags that quickly. I might still use the coupon, I just don't know how fast I'm going through the bags.
7	20%	Bought Bags without Coupon
		I missed that and bought on amazon :(
		We had to buy more bags, but didn't use coupon because the offer was announced after we had purchased.
		There really should be a "No" option (I ordered bags on amazon because it was more convenient.)
		had to buy more bags, but forgot about coupon, will use next time
		I had bought a bunch of bags before receiving the ones from the City.
		I ran out of bags and bought more but didn't print the coupon. I don't like the new giant bags. Getting so many free bags at the start was great.
		We ran out of bags, but we kept forgetting to print the coupon out at work ahead of going to the store so we didn't use the coupon. It would be great if there were a digital version of the coupon so we don't have to print it.
11	31%	Didn't Know/Can't Find Coupon/Forgot
		Where do I get that?
		Where do I get the coupon?
		I don't know where to get it.
		I don't remember how to get that coupon.
		I can't seem to find my coupon. But I will buy more bags when I need more.
		i bought more bags but did not know about the buy one get one free coupon
11	31%	Other
		expensive bio-bags w/o coupon. may start using small recycled paper bags when run out...
		I could not find a local retailer that sold that brand of bags. Tags Hardware does not sell that brand.
		Hoping to get a larger size that is easier to tie closed.
		I think making people buy the bags may be problematic for the success of the program. My neighbors ran out and started using regular plastic bags, which led to our compost getting rejected.
		I still have 2/3 of the bags.
		Several people in the building I live in are participating and my neighbor gave me her extra bags.
		We may use 1-2 bags a week (3 late 20s/ early 30 young professionals, 1 of which is on the road most of the week).
		Thank you for this. Again, amazing service. Love living in Cambridge!!
		I live alone and don't cook or eat at home very often.
		Did not know what bag supply would not be free. Was disappointed to learn that it will cost us to buy them.

84		6. Have you had fruit flies?
37	44%	Only a Few, Not an Issue
		Only when warm, but not a major issue.
		Yes, but very few and only in July-August when would have had anyway with bananas.
		some in the summer. They don't really bother me.
		but not many at all. The key think for us is to keep the bag always tightly closed (making the bag to turning on itself closes it tightly) and only open the bag when adding scraps for the scrap container on the counter
		on a couple of those really hot days--but then we just got rid of the compost each evening rather than waiting until the bag was full.
		I've observed them in the bin outside. We haven't had a problem in the kitchen.
		Not too bad though. And we got them in the summer when we did not compost. No worse this year than any other year.
		Not often. Once or twice, and I took the bag out as soon as I did.
		Few and only during summer
		minor, not unusual for summer since we had fresh fruit ripening etc
		Pretty minimal and only in August
		Very occasionally - only when I don't empty the small container I use while cooking into the kitchen collector that is in the refrigerator promptly.
		Haven't had issues with odor, flies, or anything like that. I guess I did see a few fruit flies during the summer when it was warm and we had more fruit in the house, but they didn't last. We keep the lid closed, and don't even empty it every day. Maybe twice/week. Maybe we're lucky. Also, we don't waste much food or put a lot of wet stuff in there.
		Maybe a few, but more around my fruit bowl than around the compost.
		Our compost has high turnover.
		A few times in the summer
		I didn't notice but My husband said "yes" - I think when we got them, I just took out the bag. Usually I have old food in the fridge that is spoiled (sigh...) so it is not difficult to fill up a composting bag. Please know, we do not throw out food that is still good but often put leftovers in fridge that are never eaten. Then turn bad.
		not too many, but some
		Not too many, but they were much worse in the warmer months. They're virtually non-existent these days.
		But only when I left things for too long in the heat.
		Once only, when I left the top open by mistake. Emptying more frequently for a few days seemed to take care of it.
		only a few in the summer. haven't seen any now that it's getting a little colder. We also started emptying the bin more.
10	12%	Usually An Issue
		We had some in the summer, but this was no change from usual.
		However, no more than we usually have.
		Just for a short while during the summer. That happens even without composting.
		just a few, and no more than I normally get in the summer
		I always get fruit flies around the sink in the summer. I feel like I actually had less of a fly problem this year because more food was in the compost and less was in the sink disposal.
		We had fruit flies before though. Seems to correlate more with fresh fruit in the kitchen than the compost.
		But we had fruit flies before getting the compost bin
		but we always do.
		we seem to have them in the trash too. so it's not that different
		in the summer - but we get them when we leave the fruit basked out - so I dont think they are necessarily related to the compost
11	13%	A Problem
		Yes, when the container was out on the counter during the summer.
		a big problem, which has not convinced me to quit but did fir my husband.
		In the summer they are bad.
		Forgot to take it out once. The rest of the time it's been stuff roommates left in the cupboards too long.
		Inevitable, if the bin is on the counter.
		circle outside bin in summer - nothing will make them go away - bins are outside 1st floor bedrooms - disgusting
		It was worse on the days we had scraps from fruit.
		We had bad fruit flies this summer but only have started using the bin in the last 2 weeks so we have not seen flies.

16	19%	Container/Traps/Change Bag
		I try to change the bags often enough but we have had some fruit flies.
		It was bad in the summer when I was away and missed a pick up. It's better, and I'm doing better at cleaning the bin.
		but that abated when I started changing the bags much more often
		not a lot. We made a fruit fly trap that seems to be helping.
		This is part of why we use our own enclosed container.
		better now with new bucket.
		Not crazy about that part. When we were using a regular small lidded trash can as the holder instead of the special one, that didn't seem to be a problem.
		but the cider vinegar gets rid of them.
		apple cider vinegar + dawn works, so does putting the bin in the fridge.
		Only for banana peels so we throws those in the garbage now.
		Use closed container
		We had lots of fruit flies in the summer. We kept the bag sealed and had a trap next to it which helped some.
		Our bin is enclosed
		I don't put food out until it's time for the curb.
		As soon as we stopped using the open kitchen container the flies went away.
10	12%	Freezer/Fridge
		When it was bad, we've moved it to the fridge or put out a small cup of apple cider to collect them.
		but only on the really hot days. we keep in the fridge when that happens.
		It got pretty bad so we moved the container to the freezer. No more fruit flies but I'm definitely not putting as much into the compost.
		For that reason we are keeping our container in our freezer.
		But I started in the fall, and have always put it in the freezer
		Fruit flies came on strong in late spring. Once we moved the container to the fridge they were not a problem.
		Trying to keep it in the fridge most of the time.
		Only because the bags have been stored in the freezer.
		In warmer months. Then I took your advice and moved my container to the freezer - problem solved!
		Occasionally -- and then the box goes in the fridge.

96		7. If you've had fruit flies, what did you do to address it?
30	31%	Worked Well
		Vinegar trap has worked best. Found I didn't put scraps in bin if it was out of sight.
		also set up a fruit juice trap near sink
		Perfectly, except I put less food waste into the compost.
		You always get a few fruit flies in summer if you keep fruit. Impossible not to do so. Interesting fact: if you have a counter top storage container, all the fruit flies are inside it and not on any fresh fruit you have elsewhere. Not much of a problem at all for us.
		It works most of the time. We'll be trying the vinegar trap too.
		keep the scrap bag always tightly closed bu turning it on itself
		vinegar trap was effective at first but not over time. changing bags more frequently definitely helps a lot.
		Worked fine, very few flies so far
27	28%	Worked Okay
		Fine--only lasted a few days
		I was ok with it my family was not
		so-so. no room in refrigerator or freezer. Often I use soiled paper towels to cover/wrap the fruit scraps & peels as they attract the most fruit flies.
		That, along with the cooler weather, worked fine.
		Vinegar trap was fun--lots of little buggies swimming to their death. But extended family stayed. So we just emptied bag 2x/day. And ignored the flies until it got colder and they went away.
		vinegar worked, but slowly, we had many flies over the summer. Seems ok when we change the bag frequently
		Sort of. They still showed up every now and again.
9	9%	Freezer/Fridge
		Stored the bag, not the container, in the refrigerator.
		It works, but it does take up a good bit of room in our freezer.
		during the summer, I put meat scraps in the freezer and put them in the compost the night before it was going to be collected
		we put the container in the fridge, but it smelled terribly.
		when I travel (not because of fruit flies)
		Storing in the refrigerator helped, but once the population took hold, it was difficult to get rid of flies entirely.
		Fridge is pretty full but was able to adjust door shelf to fit it.
		It worked great with the flies, but it was slightly annoying b/c container had to be removed each time scraps needed to be disposed because there was not enough space to open it in the freezer.
		Worked great for the fruit flies, but the bag would melt in the outdoor bin and leave a lot of stinky liquid in the bottom. Moving it back on the counter not that it's not hot.
9	9%	Didn't Work Well
		Fruit flies are kind of annoying and make the project less appealing, but they only seem to be around when it is hot.
		It was a nuisance and a small part of me wanted to stop collection for a few weeks.
		I will set up a trap if it doesn't resolve.
		Didn't really work. I moved it to our back porch. We also tried fly paper, which filled up with dead flies pretty quickly but didn't sufficiently solve the problem.
3	3%	Stopped Composting
		I stopped composting altogether!
		Stopped composting. However we have started to compost again.
		and stopped composting for a while vinegar & dishwashing liquid trap worked well
6	6%	Fly Source/Location
		Any fruit flies stay in the container because there's no other attractive location in my house. They don't present a problem, as there are not many of them.
		My farm share is more responsible for introducing the flies than the composting.
		Not so great. Though I think the source of my fruit flies were my tomatoes not the compost.
		fruit flies collected in the outside bin, not in the house
		Better. This is not the only thing drawing them, but it's not all that bad and we're working on all of it.
		Banana skins are the problem. We freeze them and put them out later. We also have a very happy venus fly trap next to our container.
6	6%	Other/Unclear
		see above for strategy. No more flies unless keep the bag out overnight.
		They were gone after I changed the bag. I did, however, make sure that they were no attractive fruits or other food items on the kitchen counter while I had them.

6 6%

as long as needed or until it got colder
briefly, i changed the bag and ran the bin in the dishwasher and haven't had problems
Juice/soap trap instead of vinegar.
Not an Issue
there were not too many of them to bother.
And switched to our own enclosed container.
There weren't that many-- it wasn't really a problem
I can easily ignore a minor fruit fly outbreak.
They largely stayed in the container and didn't bother the rest of the kitchen or house.

71 **8. Before the pilot, did you notice any rodents around your property? 9. Since the pilot started, have you noticed a change in rodents around your property?**

12	17%	No Issues/Change
		For some reason, no raccoons this year. Our container proved to be perfectly shut all year so not a problem even if a coon showed up.
		We don't have a rodent problem.
		I keep the outdoor bin on my enclosed back porch, not outdoors, so it would have no impact anyway.
		They were rare before - can't tell if it's changed.
		Something did start gnawing on the outdoor bin, but it seems to have held up and kept them out. Could be bored squirrels or something, too.
		we have noticed an increase, but our rodent issue is separate from the compost issue. the rodents have not had access to the compost inside or outside.
		I honestly didn't notice rodents before or now.
5	7%	Positive Change
		I think there's less of the alluring decaying food fragrance attracting them
		In the past trash barrels containing food waste have been gnawed. I haven't noticed that so far on the compost container.
		The landlord finally cut back some out of control vegetation.
		But i don't know if this has anything to do with the program. I don't see how it could be related.
		Our own composter used to attract mice Now we put only yard waste in it so mice have gone. The neighbors' cat is disappointed
11	15%	Squirrels Only
		Just regular squirrels etc. No mice or rats.
		Squirrels are everywhere, and do try to get into the outdoor trash barrels, They can not get into the locking compost tote, though.
		the usual squirrels, the occasional skunk, and rabbits who live in the garden for a few weeks each spring, and a woodchuck who lives under our shed.
		No problems - lots of squirrels but not near the trash barrels.
		only squirrels and occasional rabbits
		IF squirrels count as rodents, yes, but I don't think it is related to the compost bucket. They enjoyed shopping at our vegetable garden and seem more numerous than in past
		Mostly squirrels who sometimes assault my kitchen container
7	10%	Rats
		rats, treated with traps by exterminator
		We've had a rat or two over the past few years
		We and the neighbors have had rats in the stone walls around our properties.
		I got rats & mice but I believe it was more to do with the construction next door than with composting.
		Saw one rodent in a trash can, but not all floors or even all my roommate's food goes into the compost :(
13	18%	Mice
		Our cats caught one mouse, and I saw another one. That's all, in three years. The cats keep them out of our apartment.
		We have a terrible mouse problem in our apartment - they often eat food scraps in our garbage or any food that is left out at night.
		Occasional mice in the house, especially at seasonal changes.
		mice in the house
		we have had mice since we moved in. There are less now, but they are still around. We have bunnies and squirrels, too, but the compost has not affected them.
		I saw a mouse occasionally
		I've seen two dead mice, but they could've been caught by the neighbors' cats.
		But we found that we can't put bird seed in the compost bag because the mice tear it up to get to the seeds. They love them.
		We think we now have a mouse, but it's also almost winter and we haven't noticed any signs that the mouse has been in or around the bag, so it might just be a coincidence!
		I think it is too early in the process to tell if the mice will come back or not.
9	13%	Larger Animals
		We live on the railroad tracks, so every kind of rodent and mammal seems to pass through.
		Raccoons
		Skunks
		Our yard abuts a property off of Mead St (?Mead Ct. or Lane?) where people feed squirrels multiple times a day & have multiple bird feeders which has resulted in problems w/ rats, mice, skunks and squirrel problem ins the area.
		Other than the rabbit population explosion recently.

14 20%

Don't know. I have a bunny that visits almost every night, but I doubt that has anything to do with the program! I named him Melvin.
Do you include racoons as rodents? Because those seem to be new to the neighborhood. We have had our trash explored once recently -- quite a mess.
There has been greater skunk activity. This could be unrelated to the compost.
Other/Unspecified
Something (raccoon? rat?) has chewed through the plastic in both my Rubbermaid trash can and my previous compost spinner.
We had them in our basement last year and had exterminators in. Have not noticed any since the program started.
They were eating the cat food. But we trapped them and haven't seen them lately.
around our old compost bin
Houses nearby under renovation
No, but it was one reason we hesitated doing our own composting (among other reasons... like time, maintenance...)
N/A moved in after the pilot started
N/A - I began composting as soon as I moved to Cambridge.
our cat is a good mouser :-)

34 **10. If your outdoor green bin has a latch on the top of the lid (for 3-12 unit buildings) what do you think about these bins?**

9	26%	Too Big
		Much too big for the 2 households using it. Can I replace with a smaller bin?
		for a 3-unit building
		somewhat too big for a 3-unit bldg, I think
		Probably usually too big, but better than too small.
		It works, but it's oversized for sure. We have only 3 units, and we have may filled up the bin 1/3 of the way at the most.
		The one we have is probably too big for the 3-unit building we have. It's usually only 1/4 full at the end of the week. Easy to close. Great product.
		Sometimes if I just have one bag of scraps, I carry it out and add it to my neighbors' outdoor green bins.
		We're only a 4 family, so it is a bit on the big side, but fine.
		Easy to use. Apparently our group of 4-5 units are not all composting or do not have much to compost.
3	9%	Hard to Lock
		My neighbors do not always latch the bin.
		Can be hard to lock/unlock, or can seem locked when it actually is not. When winter comes, I worry about latch freezing over.
		latch is a little wonky but clearly important.
6	18%	Just Right
		Our larger unit with latch is of perfect size for a triple decker with 6 to 8 people in it.
		Not a major issue.
		Needed a minute at first to learn how to use but they do a great job at keeping the bin shut tight from animals.
		It's great.
		Mostly fine. We're the only people in our building using it so it's a little large; if all three units were using it, it'd be fine.
		3 unit building. They are pretty, too.
3	9%	Hard to Open
		Odd latch awkward to open sometimes.
		survey doesn't include the answer that we find: "Sometimes it's hard to OPEN" - the latch and loop handle stick.
		survey answer choices do not make sense: our answer is "actually, sometimes it's hard to OPEN"
3	9%	Broken
		Doesn't have a latch
		The latching mechanism is awkward and has been broken (the locking mechanism, not the basic keep closed mechanism).
		The latch doesn't seem to really keep the lid closed any more.
5	15%	Lock Learning Curve
		Took a minute to figure out at first, but otherwise fine. Need to find a hose though as we don't do any of the gardening at our apartment.
		Took me a while to figure out how to lock it closed. But I think I get it now.
		I think someone in the building had trouble closing it but now it seems ok
		I don't have too much trouble closing it, but I regularly find it left ajar (latch was engaged before closing lid or just left closed but unlatched) by other people in the building.
		We are just three units and the size is fine but we don't ever come close to filling it up. Also I think some oft neighbors have a hard time with the latch or maybe they just forget to close it!
5	15%	Other
		when compost is being picked up, the lid should not be left open. it rains in and is full of water
		We have two small bins for our two family. Would it be better to have one large bin so the person who collects has to empty only one?
		I still have to clean it out periodically- green bags can leak depending on what is thrown out.
		It's fine as long as the garbage collectors remember to close the lid, otherwise water can collect inside.
		Hate it. Either wheel's too small or bin too short as it constantly catches heel when rolling it.

36		11. If your outdoor green bin has a latch on the front of the lid (for 1-2 unit buildings), what do you think about these bins?
2	6%	Rodent Issues
		squirrels tried to get in so there are teeth marks but they were unsuccessful
		squirrels can get in to easily. We have several with holes - duct tape does keep them out though.
5	14%	Too Big
		It does seem a little big--but if it were smaller it would be tough to use....too much bending, tipping over, etc.
		A bit large, since no one else in the building is participating.
		we are a house with just 2 units so the bin rarely gets full, but for larger buildings this size is probably fine.
		Our bin is never more than a quarter full for a family of 4.
5	14%	Too Small
		actually not too small, but just right for the amount of compost we produce per week; but still don't like them being so low for pulling to the curb; not good for back problems.
		I'm the only unit in my 1-2 unit that uses this bin.
		We almost fill it some weeks and we are only one household.
		Bin is too short to roll down street comfortably. Also it tips really easily.
		Wheels are not great for rolling.
7	19%	Just Right
		When I push hard the latch locks into place. I usually have one or two bags for the week, so the bin never comes close to being full. I don't mind the size, even though I have never come close to filling it up.
		I think the other participating unit in our building doesn't cook as much as we do and usually only puts out 1-2 bags a week. If they put out as many as we do [4-6] it might be a tighter fit
		They're small enough that my now 3 year old can wheel them back and forth while we're moving our larger trash and recycling bins, and she loves that.
		Perfect size. I have only filled it fully once and that was with pumpkins at Halloween.
		Love it!!! Thank you so much.
		I guess our two households do a great deal of composting as we always fill the bin we received.
8	22%	Hard to Close
		It was hard to open and close at first but we got used to it and with use it got less stiff.
		It is hard to close but that's not really a problem.
		The latch is really had to close.
		I always have the jiggle the lid to finally get it to latch. It must latch to prevent rodents from getting in and raccoons from gaining access by knocking it over.
		But that's okay. means it is hard to open for those ambitious racoons.
		i just got my bin, but i am having some trouble latching it closed. i have to try again though.
		Need to push down on the lid to get it to latch
4	11%	Short Handle
		The bin is difficult to push or pull on the wheels because the handle is too short. It would be better if the handle were taller like a suitcase.
		It is an odd size, it is very difficult to drag to the street. It is too low to wheel, so I have to carry it, but it is also a bit too heavy for me for carrying. It hurts my back. Sometimes I roll it using the open lid as a handle but it is sharp inderneath the latch and I've cut myself on it. Sigh.
		There should be a retractable rolling handle to make it easier to roll because as it is, the container is to short.
		It is not that easy to roll it to the curbside.
5	14%	Other
		latch is on top front
		But probably not if I had actually talked to my neighbors about composting - - - but I don't think they'd be interested.
		doesn't have a latch
		Because I compost most of my food scraps in my own outdoor bin and we are only 2 people, I usually only put a bag or two in the city outdoor bin. I hope my downstairs neighbor will get on board and we can share the outdoor bin.
		Sometimes collects water when it rains heavily

48 **12. Have you cleaned your outdoor green bin?**

21	44%	Rinsed
		I rinse it out almost every week, but grumble about it to myself.
		The other unit cleans it. It seems clean whenever I use it.
		Just as you suggested. Clean every week, even now, right on the side lawn. Simple as pie to use a hose, 2 mins. to rinse out and leave upside down in sun to dry out.
		with the garden hose on to the grass
		Hose it out all the time - worried a bit this is harder in winter
		We just turn it upside down on the grass after it's emptied.
		I wash out with a hose and then pour the water in the container on the garden. I usually turn upside down to dry out.
6	13%	Occasionally/Rarely
		Just once or twice
		I cleaned it one time. It could probably use it again.
		we only notice it once a week. We're holding out for 2015, and maybe 2016 if one of us doesn't give in and clean the darn thing.
		I rinsed it out once or twice, when there was liquid in the bin. Usually the bin is dry and doesn't require cleaning.
		I'm not sure if the neighbors have, but I don't think so. It never seems too stinky.
		It has just needed a rinse a couple of times
8	17%	Not an Issue/Unsure
		My neighbor has assumed responsibility for the bin, and I don't know if he has cleaned it.
		That chore hasn't been assigned!
		I think about it each week when I take it out :)
		Just some dead grass and dirt, will get to it eventually.
		I usually leave it upside down on my lawn for a day after collection.
		Sometimes it's accidentally left open after the collection and fills with rainwater, so it's been relatively clean.
		My neighbors clean it
		The biobags are great. But it is about time for a wash.
13	27%	Issues
48		Not sure how I will hose down the bin and leave to dry during the winter months...
		Maggots a couple of times.
		I think i overfill the bags because in the summer they would break and the bin would get pretty nasty.
		I forgot to put it in the grass.
		it's hard to drain the last little bit of water out of it
		It got yucky because one bag leaked. I still don't understand why we can dump water from our garbage bin into the storm drains if it doesn't contain any chemicals...
		Yes, and I have to make sure I get mine back. My neighbor - who's is filthy tends to take mine. I'm glad my street number is written on top.
		We don't have access to a hose.
		in the hot weather, the bin got really gross, and it was smelly and wet - disgusting that our trash bins are next to bedrooms.
		Difficult to clean easily because of internal and external ridges.
		we've had serious maggot problems on multiple occasions
		Except I don't know how we're going to clean them in the winter when our hose is. The directions Everett sent for lining them with newspaper are ones I'd never make a weekly habit of - far too fussy.
		Putting newspaper in the bottom just led to a hunk of wet newspaper stuck in the bottom.
		We do not have a grassy area appropriate for this and this is a problem our only option would be to pour it into the street but you don't want us to do that.

68 **13. Have you picked up finished compost from the Recycling Center for your garden?**

17	25%	Unaware
		I did not know we could do this
		I didn't know about that.
		Did not know that I could.
		Is that free? What are the hours for pick up? Is there a minimum amount one has to take? Is this on Hampshire St?
		i didn't know it was an option
		I don't know how to do this.
		Didn't know that that was available.
		Didn't know this was an option. Is it free? Well, I don't have a garden, anyway.
16	24%	No Garden/Uninterested
		No garden space
		I have no outdoor space, sadly.
		Would like to, though, once I have a garden.
		We haven't started a garden yet, but someday we might, and then we would like to get finished compost.
		No garden.
		We have no use for it -- we have no outdoor space.
2	3%	Own Compost
		We also have our own compost bin for that.
		Have my own compost, thanks!
5	7%	Yes
		Wow, was the garden great this year with the compost! We'll be sure to get more of that compost next year.
		It was easy to get and great. Wish there had been more!
		We have been doing this for years thank you
		Thanks!
		Not for a couple of years though.
21	31%	Intending
		But if our whole community converts to curbside, we will definitely want to. Lots.
		Sounds like a good idea.
		But want to!
		Would like to get over there. Just haven't had a chance.
		I want to. I just haven't found the time.
		not yet but we will
		Just haven't gotten around to it.
		But might in the spring when I'm ready to garden
		I want to do that. Just haven't organized myself.
7	10%	Quality Concerns
68		Concerned it's got weed seeds mixed in from city wide yard waste barrels. Cambridge neighbor had bad experience using city compost some years ago.
		I wasn't finished. There were a lot of large wood chips and viable seeds. Shortly after spreading we had a lawn of lambsquarters. Finished compost shouldn't have viable seeds.
		No, worried that chemicals may be used to help in the decomposing of the waste.
		I try to keep my garden organic, and who knows what's in the compost?
		heard that it contains black swallow wort seeds
		We were a little disappointed that small bits of plastic hadn't been sifted out -- for example, fruit labels, etc. Perhaps it would be worth asking residents to peel off stickers before throwing banana peels in the compost bin?
		I don't want to bring compost into my yard from potentially non-organic sources. Who knows what junk people are putting in their compost bins?

32 **14. Since the pilot started, have you changed the way you prepare and/or serve food?**

10	31%	I Don't Waste
		I don't waste food if I can help it.
		Leftover-loving vegetarian household; always been waste-avoiders
		We always have tried to be economical, i.e. not to waste food, and so freeze things that don't get eaten fast.
		I was already were aware of the amount of waste and do my best at minimizing it.
		We have never wasted much food. We either cook just enough for one meal, or cook large batches of stuff we can freeze or eat for multiple meals.
		I always try to avoid wasting food, but when sometime turns out truly inedible it's less upsetting.
		I do feel slightly better about food waste (stems, seeds, etc) but I don't think it's contributing to us wasting more food.
		We attempt to plan our meals out so we only buy what we need. We also try to group meals by ingredients. For example, the grocery store only sells large bunches of fresh herbs. So we try to select several recipes that require that herbs to limit waste.
		We eat all of our leftovers, unless they get lost in the refrigerator and go bad (very rare). Occasionally raw produce gets forgotten and goes bad before it can be cooked and eaten (also seldom). Then they mostly go in compost, or down the disposal if they are too wet to go into compost.
		I have always been careful
4	13%	I Try To Waste Less
		I try to finish things since I see how much I toss more clearly
		Trying to be aware of waste, but still wasting too much.
		It's horrifying at times to see how much spoiled food we have wasted. It's a good visual reminder to only buy what can be used. At the same time, do appreciate that some good can result from the waste. it really made us look at how much food goes bad before we eat it - I do have to plan more
6	19%	I Feel Better About Waste
		But i also worry less.
		I feel better about being able to compost food that has gone bad as opposed to tossing it.
		I think it is all good - I hesitate to answer that way because I don't want you to think I am more careless and wasteful because I know I can compost. But now, at least i know that the food we do waste, does not go into the trash. It also does make me more mindful, overall, about food consumption and waste because you can actually see it in the bin. Also, before I often put it down the disposal. Not sure where that goes but definitely not to compost.
		I prepare the same but I feel really good about how I deal with the scraps
		No change, but I do worry less or feel less bad now because of composting.
		I still try to prepare the right amount but feel less guilt about kitchen scraps and old leftovers.
8	25%	Previously Composting
		we were composting before everything as now except meat.
		We were composting before, so hard to say.
		I've composted for years
		I had already been taking my food scraps to be recycled for years before curbside pickup
		I was composting before.
		I was composting before, but this is easier
		I previously composted in my yard.
		Well I compost more
4	13%	I Cook Differently
		Technically I cook more, but the reason is work related, not pilot related.
		None of the above. I eat more. My meals have become more rustic.
		Sometimes I decide on what dish to prepare.
		E.g. If I don't want to bring out a half way filled bag (I dislike wasting bags) I prepare something which produces more compost, like corn on the cob.
		I'd say both worry less and prepare less.

9 15. Since the pilot started, have your shopping habits changed?

Assorted Responses
I had already been taking my food scraps to be recycled for years before curbside pickup
My husband says he's perhaps been buying more vegetables, but not necessarily because of the pilot project. We don't waste more than before, in any case.
My mother was french and I learned to make more frequent but shorter food shopping forays so that the produce was always fresh. (I'm sure people from elsewhere do that too, but it was so thoroughly ingrained in her background that it was reflexive & I absorbed that)
I also organized my cabinets better which has drastically helped me use my food better- mostly because I can see it!!
Again, my shopping habits changed due to a change in my schedule and living situation, both of which are unrelated to the pilot.
I did join farmers to you around the same time so I have a lot more fresh produce
I have always been careful
in order to ensure the fruits and vegetables do not go bad I shop more frequently and buy fewer each time -
I purchase more food, and healthier food.

73		16. While some waste is inedible, what would help reduce edible waste?
26	36%	Not an Issue
		We have a small European style fridge and this seems to reduce waste because less gets lots in there. We don't seem to be wasting much food.
		Very little wasted in this household. Two people plus occasional guest use one small bag every 2.5 days. Everything thrown out is the result of cooking from scratch--banana, potato, apple and other peels. Fruit and melon rinds corn cobs, etc. It all adds up if you buy fresh stuff and cook with that.
		I have very little unused food to compost. The exception is when people bring food to a party and leave it and it is too much for us to use.
		We don't "waste" food, never.
		I'm pretty good at not wasting food. The kind of stuff that ends up in our compost bins is the inedible parts of fruits and vegetables that are being prepared. I would go so far as to say that I have not put a piece of spoiled food in my compost bin in the 2 months that I have lived in this apartment.
		We have almost no edible waste.
		I think I probably have pretty low spoiled food waste compared to most people (I always clean my plate and nothing goes bad in the refrigerator)
		I don't know as this isn't really an issue for us.
		Personally, I don't end up composting much spoiled or uneaten food. I think I have pretty minimal edible waste but my thought is that more ideas for storing foods (particularly produce) to delay spoilage could help.
		Most of our compost is inedible in the first place.
		the response choices on this survey don't include our experiences: we do not have much edible waste at all and never did, because we eat a lot of fresh food and use leftovers.
		I am not one of those that wastes food. Most of my waste comes from preparing food like the tops of carrots or skin of an orange.
		We really don't have spoiled food--if by some miracle there's way too much of something I freeze it. Again, forced to check a box
		we wste very little, and i don't think there's much to be done to reduce it
		seldom throw away spoiled or uneaten food. Have no problem eating leftovers -- others might.
		My waste is mostly inedible parts of plants, I rarely have food go bad, and almost never throw away edible food.
		Tips are not necessary. I already know that I should be eating the food I purchase before they spoil.
		Not sure. Sometimes things happen that prevent us from using things as we expect to, but it isn't a constant problem
		Our household generates very little uneaten food waste.
		I hate wasting, but you can't always anticipate if there will be leftovers that you won't be able to eat in time.
		we waste very little food, since we use lean cuts of meat without bones and store leftovers. The unexpected edible waste that we had was from spoiled produce as it arrived from the store in the summer (rotten berries, mashed tomatoes) that couldn't be seen from the packaging - no way to prevent this.
3	4%	All of the Above
		Above 5 Tip categories would certainly be practical & helpful. Though you can't always teach common sense it's all good for promoting overall awareness & conservation. Best to you Everett & to your team!
		All of the above, and "Invite a friend to dinner".
		Web page on all these topics, e.g., a list suggesting best storage methods for all vegetables, fruits, nuts, herbs, etc. the following is great http://myplasticfreelife.com/images/Berkeley%20Farmers%20Market%20Tips%20for%20Storing%20Produce.pdf
6	8%	Inevitable
		I don't think I'd eat the food I compost (banana peels, egg shells etc) but could use all of the above tips.
		Life is busy and some wasted food is inevitable.
		There are six people in my household, including four picky kids - unless you can magically make them less picky, I think we will just muddle along as best we can.
		A more predictable work life,
		More time to pay attention to what I'm doing!
		Someone else without a job to do my shopping and cooking
5	7%	Leftovers
		Taking more leftovers for lunch at work
		We eat most of our leftovers eventually.
		Which foods freeze well when cooked, which don't.
		Somehow encourage people to eat leftovers. A microwave is very helpful when reheating leftovers.
		Leftovers are frozen. Only when we lose track of it does it go bad. Very little spoils.
19	26%	Food Use/Planning/Purchasing

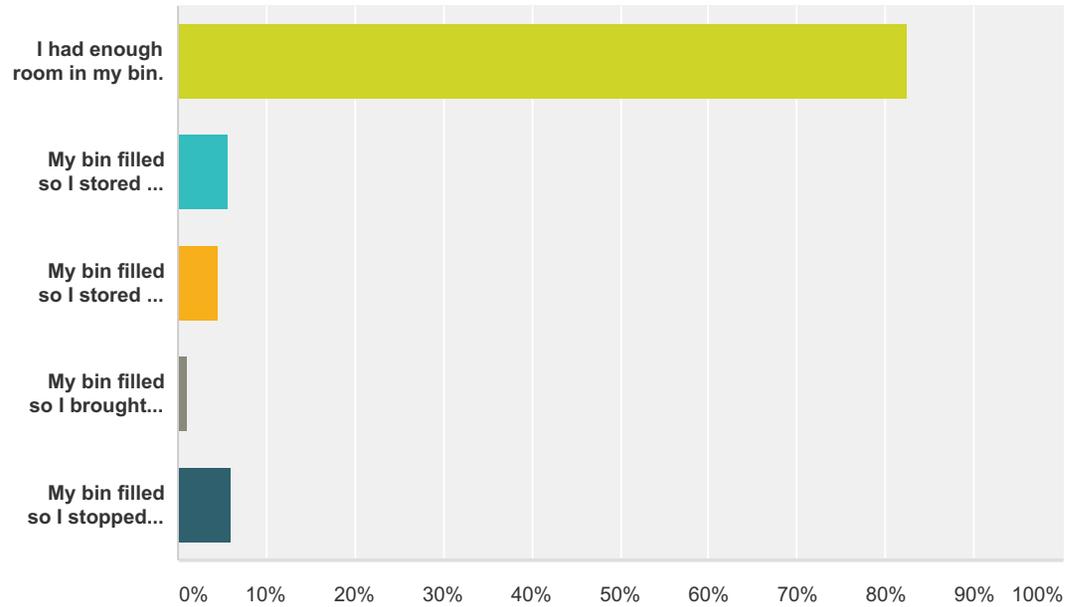
		produce spoils so quickly, I can't always use it all up
		I have a hard time with fresh food like vegetables. While I have roommates, we mostly shop separately. Grocery stores don't often sell in nice single person portions. For things like lettuce or spinach I just don't use enough before it starts to spoil.
		Honestly, it's just being a busy family and not always being able to use up everything. We also participate in a CSA, so we sometimes end up with stuff we won't realistically eat, especially the kids (turnips, hot peppers, etc.)
		"Tips to eat everything I buy" made me laugh - Sometimes it's not really about "tips" but just continuing to learn & tweak habits -
		People have the habit of overbuying, rather than working with what they have in their fridges.... tips on how to use what you have, and encouragement for the less assertive cooks, could be helpful.
		Being able to buy loose produce rather than having stores pre-package fruits, vegetables, fresh herbs etc. which are often too large for small households.
		It's never intentional, but it's hard to plan far in advance to shop at farmer's mkts etc; and some days are unpredictable.
		Paying attention to not buying more than will be used. It's a good point to keep bringing up.
		Tips to remember what I bought so I cook it before it goes bad.
		it just takes planning ahead based on personal schedule and eating habits
		Reminding people to clean out the pantry and freezer and to use composting appropriately. Honestly, this is geared at my partner, she sometimes throws things away instead of taking the extra step to compost. Really, she's turned me into a trash picker and that's not really good for anyone.
		my biggest problem in food waste is that I buy more vegetables than I eat. They always seem to go bad before I get around to eating them. I wish I had a better solution for buying 1-2 servings of baby carrots, for example, rather than a full pound.
		I just need to plan out my meals better!
		Better meal planning on our part. Often once a week we compost vegetables or fruit that we bought but didn't get around to preparing all of during the week. Often we miss a meal we planned to prepare because we're late and just threw something quicker together.
		I think that people are aware of excess in purchasing in the US. More than any of these things, a shift in the way people think about food is necessary to understand that wasted food contributes substantially to the perceived problem in global food availability and dumps tons and tons of unnecessary carbon into the atmosphere.
3	4%	Organization/Storage
		Tips for pantry organization. Tips for getting kids to eat what is prepared.
		What is edible waste? could use storage tips for sure. particularly fruit.
		We have a very small fridge. It forces us to think carefully about meal planning
2	3%	Quick Meals
		My issue is time: I get a farm share and I don't always have enough time to prepare the full share for consumption in a week. I get derailed if I eat out at all during the week, too. It's hard to consume that many vegetables, and I should probably try to find somebody to split my small share with next year.
		My problem is not enough time to cook during the week. Tips for easy quick meals might be helpful.
9	12%	Suggestion/Other
		Fresh Paper! It's a remarkable product that makes even the most fragile berries last for a week or more
		Many don't even know the difference between an expiration date and a best-before date. And many "expired" things are still good. More education is needed.
		Turn down offers to pick up friends' farm shares!!! Take the time to harvest apples on my own trees instead of letting them fall to the ground and rot.
		It's not hard to figure out how to reduce edible waste. I don't see the need for an educational program.
		Tips to get my kids to not waste food! Thank you!
		A pet pig... :-)

Additional Comments:

67		General Appreciation
54	81%	Please keep it going and expand it to the rest of the City if possible!!!
		Love the pilot! Keep up the great work!
		We love this program and hope it goes citywide. It is such a great great savings of waste. Every city should do this!!!
		We love the service and definitely compost more than we did when we use our own outdoor bin...as it would fill up and attract a lot of flies. We really hope it continues!
		We hope that composting continues after the pilot ends in April!
		Keep up the good work, and thanks!
		Good program. Please roll this out citywide immediately. This is the 21st century for Pete's sake! Like my mother always said: "Waste not, want not."
		Love the program. Hope it continues
		We LOVE this program. Can't wait for all of Cambridge to adopt it and start promoting other cities to join. Thanks for doing it!
		Awesome program, and great that you are looking for feedback.
		Love having curbside compost. I hope it continues beyond the pilot.
		Great program--so grateful.
		I think the program is great. Thanks for doing it.
		Great program VERY WELL administered. Thanks Everett!! . . . I think of you whenever I think garbage. At other times too.
		Very happy with the program! Let's have it in every Cambridge neighborhood!
		We're really liking this program, and hope it continues past this pilot year!
		Great program. I sincerely hope it moves beyond pilot stage and becomes a service that Cambridge offers.
		Thank you for your efforts. This is an excellent program.
		This has been a life altering service the City is providing. Thanks to all involved in the City for doing this. Best run City in the US in my opinion.
		This is so wonderful - I really hope it continues and grows. Thank you again!
		The curbside compost program has been great, from the perspective of a Cambridge resident. Great work everyone. Glad it will go for another year!
		We generate a lot less trash with the composting.
		Between composting and recycling we have very little "trash" to put out. It is a good feeling
		This is a great program. We are down to 1 trash can per week, and we'll be really disappointed if it is cancelled.
		this is a great program, and we love it at my house. My friends who do it love it too.
		Still loving being part of the pilot, hoping it becomes permanent!
		Thank you, Cambridge, for this amazing program. Keeping it going through October 2015 is great news, but I hope it becomes as ingrained in our way of life as recycling has.
5	7%	Complaints
		I think the City should pay for Bio Bags since the composting is saving the City money
		I do wish the bags were less biodegradable. I haven't much waste, and by the time a bag goes into the outdoor container it's sometimes degraded already and started leaking.
		Ugly cans. We already have ugly recycling bin all over the city and there is an addition to ugly looking all over.
		The summer was the hardest because of the heat we usually have a full fridge so putting the bin in either the fridge or freezer is really difficult for us.
		need solution for occasional large volumes of waste.
		ie cleaning out fridge, disposing of rotten fruit from garden fruit trees...
5	7%	Survey Complaints
		Why so many surveys? This is the first I've answered. I find them annoying. How do they help?
		pilot is good idea: survey needs some revising to make sense to all readers: the answer choices are too specific and do not allow for other responses.
		It's a good thing - 3 surveys is a lot though I understand you want info -
		Don't understand necessity for checking a box when its not applicable
		survey response choices are not that applicable - please revise.
3	4%	Questions
		Will composting continue through the winter?
		Thank you. It would be helpful to have a review of all that can be composted. I may be missing some items.
		Interested in knowing how well people are following the instructions on what/what not to include in compost...

Q1 When collection was cancelled due to a snow storm, how did that affect your composting experience?

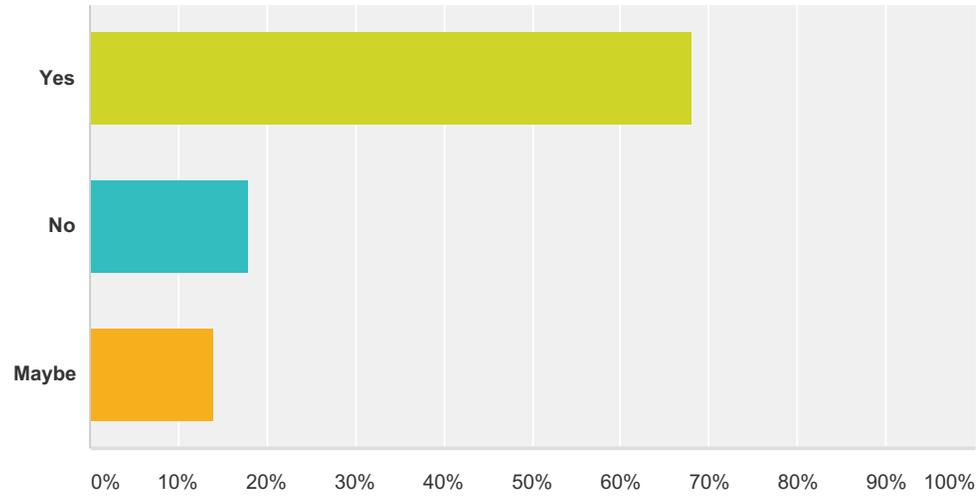
Answered: 263 Skipped: 0



Answer Choices	Responses
I had enough room in my bin.	82.51% 217
My bin filled so I stored my scraps in my fridge/freezer.	5.70% 15
My bin filled so I stored my scraps outside in a different container.	4.56% 12
My bin filled so I brought my scraps to the St. Peter's Field community compost drop off.	1.14% 3
My bin filled so I stopped composting until my bin was emptied.	6.08% 16
Total	263

Q2 Since the summer ended, have you experienced less odor collecting and storing your food scraps?

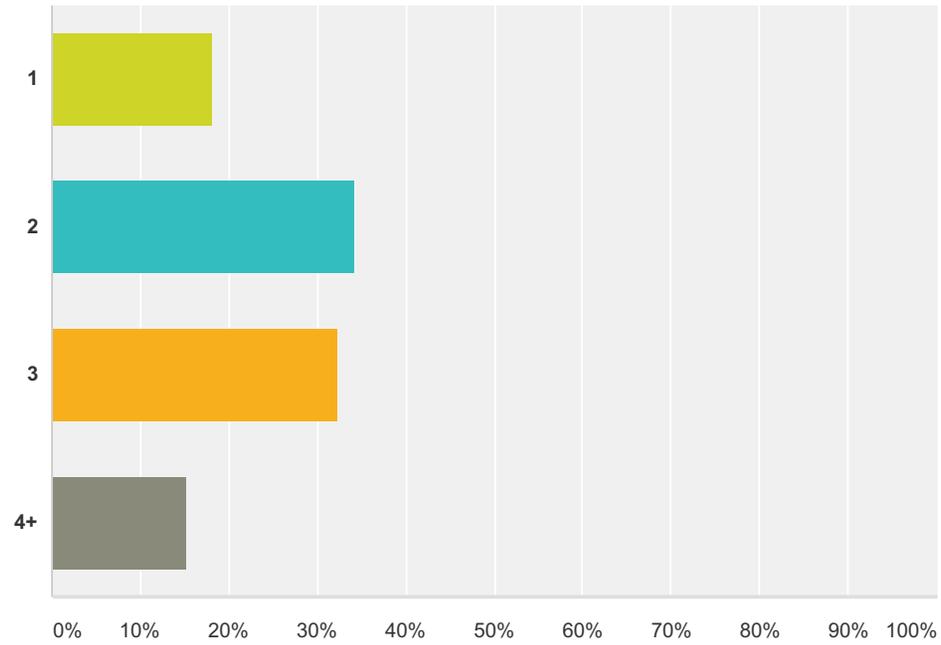
Answered: 263 Skipped: 0



Answer Choices	Responses
Yes	68.06% 179
No	17.87% 47
Maybe	14.07% 37
Total	263

Q3 On average, how many compostable bags did you use per week this summer?

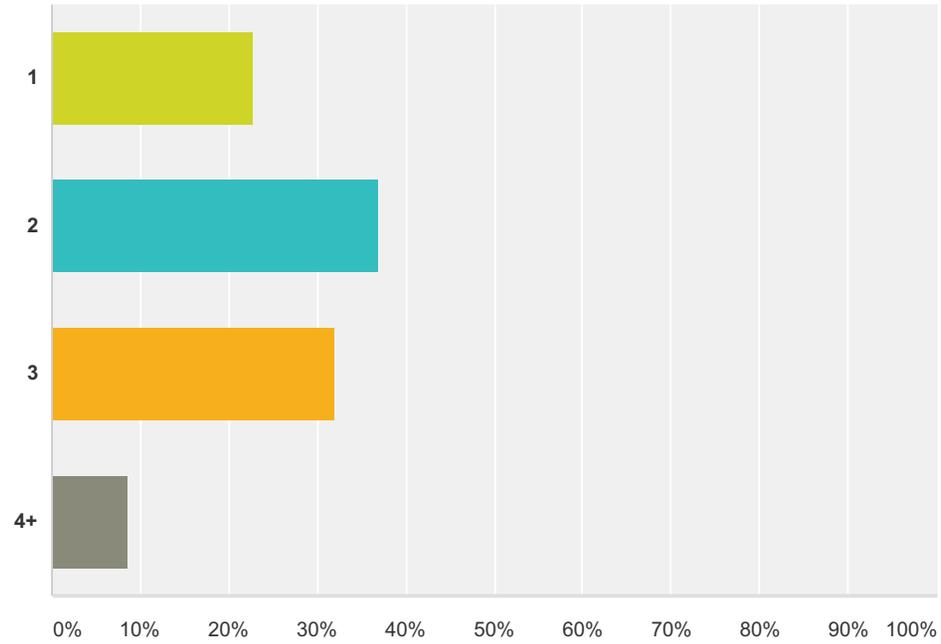
Answered: 263 Skipped: 0



Answer Choices	Responses	
1	18.25%	48
2	34.22%	90
3	32.32%	85
4+	15.21%	40
Total		263

Q4 On average, how many compostable bags are you using per week this winter?

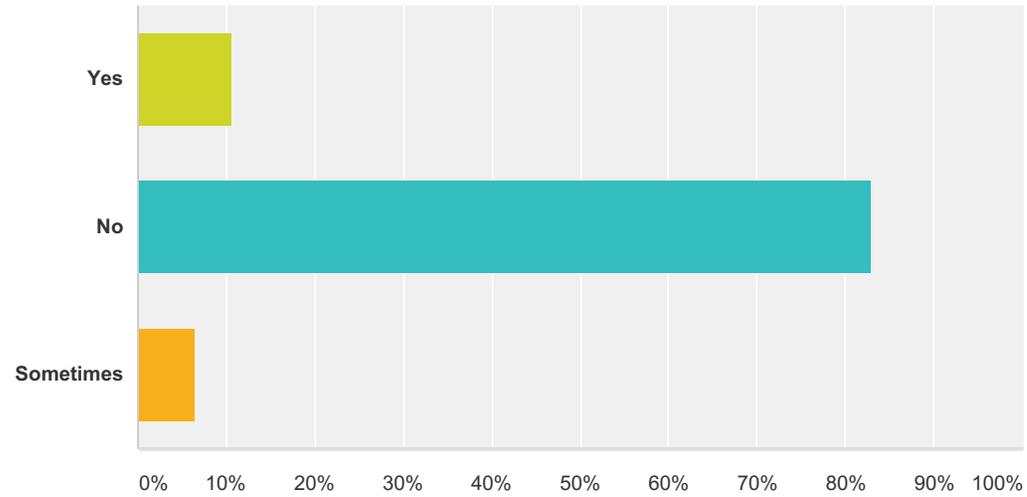
Answered: 260 Skipped: 3



Answer Choices	Responses
1	22.69% 59
2	36.92% 96
3	31.92% 83
4+	8.46% 22
Total	260

Q5 Have you noticed a change in bag performance since the summer ended?

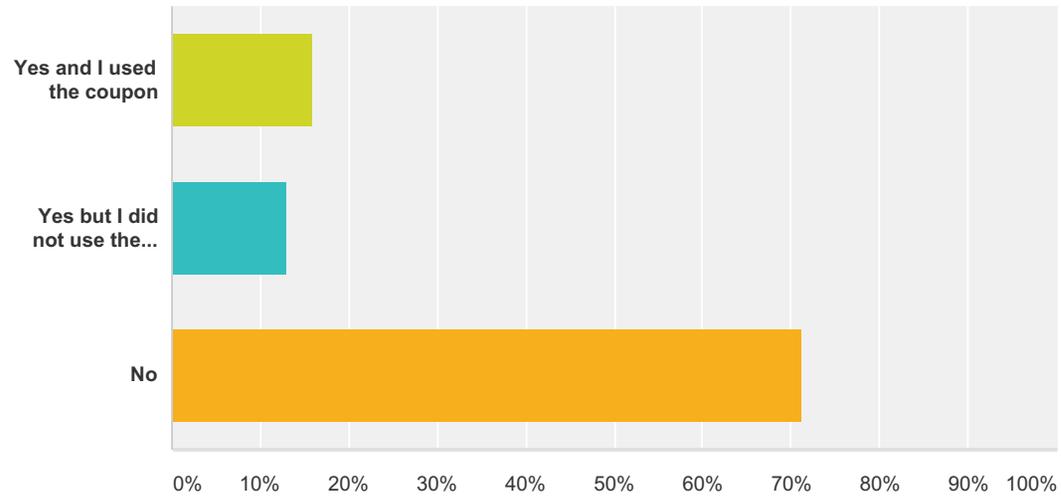
Answered: 263 Skipped: 0



Answer Choices	Responses	
Yes	10.65%	28
No	82.89%	218
Sometimes	6.46%	17
Total		263

Q6 Have you purchased more compostable bags? (BioBags are available at Cambridge Naturals, Whole Foods, Pemberton Farms, Tags Hardware and Shaws.)

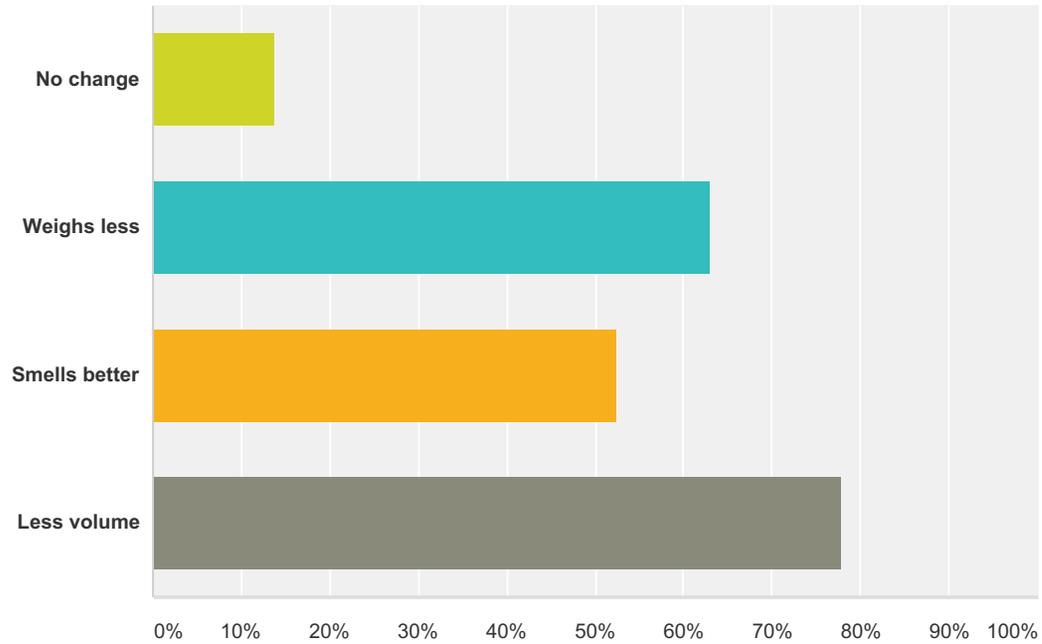
Answered: 263 Skipped: 0



Answer Choices	Responses
Yes and I used the coupon	15.97% 42
Yes but I did not use the coupon	12.93% 34
No	71.10% 187
Total	263

Q7 Since the pilot started, have you noticed a change in your trash? (Check all that apply)

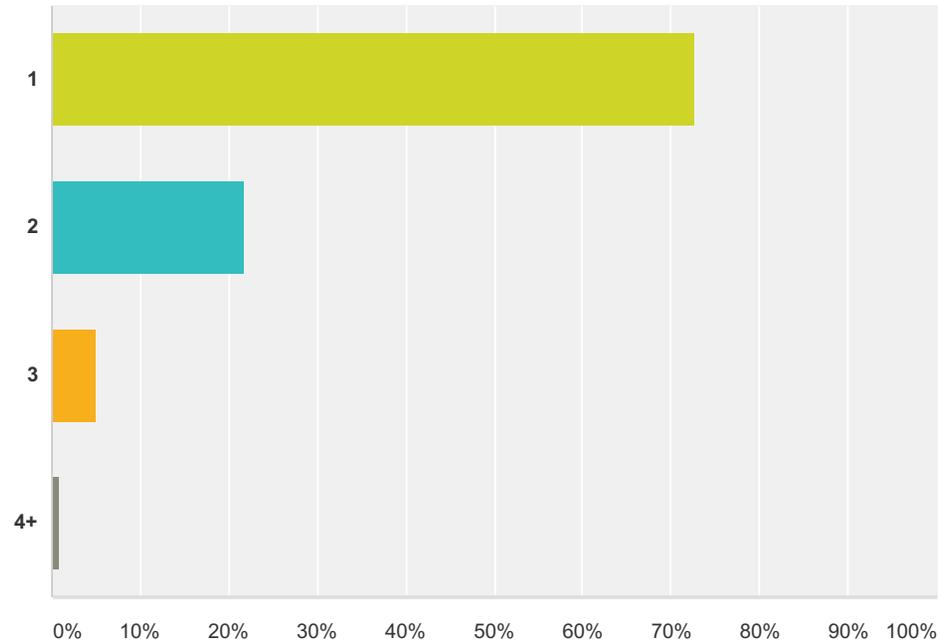
Answered: 263 Skipped: 0



Answer Choices	Responses
No change	13.69% 36
Weighs less	63.12% 166
Smells better	52.47% 138
Less volume	77.95% 205
Total Respondents: 263	

Q8 How many bags of trash are you generating each week? (13 gallon kitchen bags)

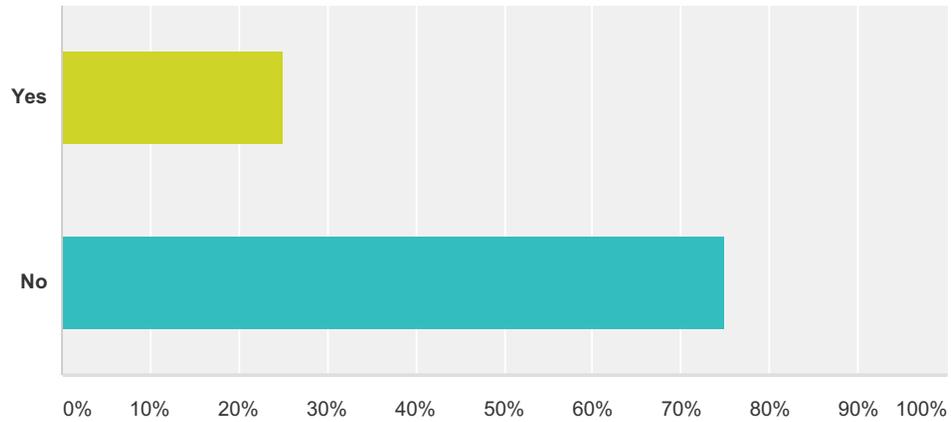
Answered: 263 Skipped: 0



Answer Choices	Responses	
1	72.62%	191
2	21.67%	57
3	4.94%	13
4+	0.76%	2
Total		263

Q9 Storing the kitchen collector in the refrigerator or freezer is a best practice to reduce odors and flies. Have you ever stored it in the refrigerator or freezer? Why or why not?

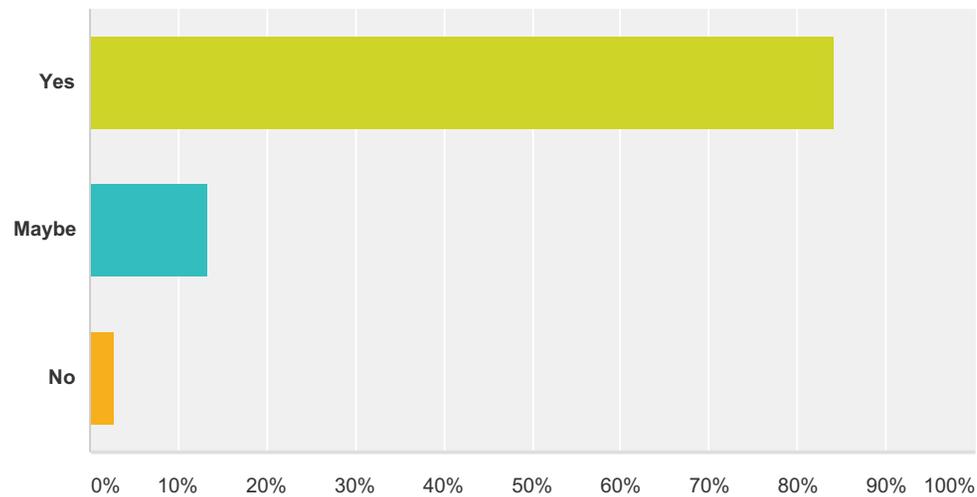
Answered: 263 Skipped: 0



Answer Choices	Responses	
Yes	25.10%	66
No	74.90%	197
Total		263

Q10 The kitchen container and compostable bags are designed to let heat escape and moisture evaporate. This lets food scraps dry out, which slows the rotting process, reduces odor, lightens the load, and keeps your curbside bin more clean. After your initial supply of compostable kitchen bags runs out, households will have to purchase them. (The BioBag Buy One Get One Free coupon is valid through 4/22/15 at local retailers.) We recommend using 2-3 bags per week. Would you buy bags to participate in the program if it cost \$20-\$30 per year for your household?

Answered: 263 Skipped: 0



Answer Choices

Responses

Cambridge, MA Curbside Compost Pilot - Survey 4

Yes	84.03%	221
Maybe	13.31%	35
No	2.66%	7
Total		263

1. When collection was cancelled due to a snow storm, how did that affect your composting experience?

46 Responses

8	17%	Not enough room
		I barely had enough room in my bin
		put it in my neighbor's bin . . . they had extra room
		No option. My bin was so filled that I stuffed my bags and stored a bag (not in the freezer).
		My bin was not collected yesterday (Monday 2/22) so it is now very full. I will stop composting until it is emptied if it is not collected next Monday.
		We used neighbors' bins as needed.
		I put off disposing of compostables (rotting food in the refrigerator, dead cut flowers, etc.) until collection resumed.
		my neighbor had room in theirs so I put my bags in their bin. Since I started composting, I am constitutionally incapable of throwing food in the trash
		I used a neighbors bin-someone who was on vacation.
13	28%	Just enough room
		I think our compost was picked up. But I put my few bags into someone else's larger bin to save space, so I can't say for sure. As one person, I have very few bags.
		It was almost full but ok.
		Barely...
		just enough room, If I'd had one more bag it would have gone in the freezer
		It was very full by the end though. I would have walked a bag or two over to St Peter's field but the conditions for walking weren't great. I was concerned that when i got there the bin might not be accessible/easy to find with all the snow. Also, since i have never been there i wasn't sure exactly where to find it- a visual diagram of its location would be great.
		It was close--fortunately, only one person was home during the second week.
		We were at capacity in the bin and would have needed to store elsewhere if a second week had been missed.
		Just barely! I'm grateful that you came when you did.
		It was tight, but I had just enough room.
		Just barely.
		barely enough - but enough. Luckily it was cold so the compost actually froze.
		My bin was overstuffed but the lid still closed
		but just barely
12	26%	Not an issue
		No problem at all.
		Only one person here, and I was gone for a week, so all was fine.
		i was away for part of it
		I usually only have one bag per week, occasionally two, so there was plenty of room in my bin.
		It is okay since it is so cold out so I am not worried about flies and animals and odor
		Not a problem since the compost bags are frozen.
		We have 3 participating units, so we have a big bin.
		The garage, where we keep the green bin, was cold enough so there was no unpleasant odor.
		didn't matter - it was frozen! Only problem was I had to dig out the bin (a couple times)!
		From the start, I requested a larger bin, so there was room.

	Some context: there are really only 1.5 contributors to my bin. Most of the time, my housemates forget to compost. I occasionally pick things out of the garbage. However, I would guess that I probably put more into the compost than the typical single person, because I have half of a CSA share, so there are lots of root vegetable clippings, and I eat lots of fruit and drink lots of tea. (so lots of tea bags and banana peels.)
	We never fill our bin.
5 11%	No Access
	I stored in the trash can as we didn't have protected space elsewhere, which then got buried by more trash. So those bags were lost.
	You didnt offer the answer i needed - My bin outside was Snow buried - had to stop collecting because none of these options was viable
	My bin is under a snow bank, and I can't get to it. When my little under the sink bin fills up, I sneak it into my neighbor's bin.
	I did not plan for so much snow, and am unable to shovel the brick walk from the street to the location of the bin. I will not be able to participate fully until I can get to the bin. I am so sorry for this glitch.
	I cannot access my compost bin with the snow. I live on the third floor of an apartment building - so the bin must stay outside. I have to keep the bin set 10 feet back from the sidewalk to prevent passerby-ers from dumping. With 3+ feet of snow my compost bin is unreachable.
8 17%	Other
	Collection may have been a day late once, but otherwise it was normal.
	Our freezer isn't big enough.
	It was so cold outside I could freeze my compost outdoors instead of our freezer.
	Also during the few days that our bin lid was frozen shut, we just kept the bags in the trunk. NOTHING will thaw these days!
	We were not sure our bin would be seen in the snow drift and were pleased that it was emptied. We did not think a supplemental bag would be seen and picked up. In less rugged conditions a trip to St. Peter's would be a good fallback.
	Historic amount of snow in a short time--no fault of the DPW for missing a pick up!
	Even sharing bin space with condo mate we have enough room but Fairfield bins were picked up except ours. And we made sure it was visible in front of car & in opening of driveway! Frustrating
	no longer composting - why isn't this one of the survey answer choices????

2. Since the summer ended, have you experienced fewer odors collecting and storing your food scraps?

61 Responses

41	67%	We don't have any noticeable odor anyway.
		It was low to begin with!
		We didn't experience much odor even during the summer.
		Don't notice a change
		We have had very little odor all along.
		Odor not a problem ever
		generally no odor issues at all.
		Wasn't a problem in the summer
		Never had a problem in the summer
		It's not much different than when I put this stuff in the trash.
		We never had much of an odor problem.
		Wasn't bad in the summer
		i don't smell it.
		We have not had any problems anyway
		Not a problem in summer
		We didn't really have a problem to begin with.
		odor was never a problem
		Maybe, but it's fine in summer so it's hard to notice
		I didn't really have a problem with odors over the summer.
		I never had a real problem, but now there's no odor, no bugs, etc.
		Odor was not a problem then, and it's not a problem now. Of course, I live alone and hardly ever cook anything.
		Don't know. I use almost a bag every day or so it doesn't really have the chance to smell.
		Odor hasn't really been a problem.
		But we didn't really have a big problem
		Odor hasn't ever been a problem for us.
		I haven't generally had a problem
		Odor was never really a problem for me.
		but I didn't mind the bugs and odor in the warmer months.
		This hasn't been a problem for us in the summer or winter.
		never had much of an odor problem
		There is more food odor with the new counter bins than with the original ones.
		never had odor problem
		I haven't had any problems with odor at all.
		have not had an odor problem - some issue with fruit flies
		Odor really hasn't been a problem for me, even in warmer weather.
		Once I started storing my bin in the refrigerator, it didn't smell at all.
		It was not a problem in the summer
		I just started in the winter. I compost in bins in my yard from April-November.
		didn't have too much of an issue in the summer
		There wasn't appreciable odor in the summer, either.
		this was never a problem for us.

9	15%	Fridge/Freezer
		I keep it in the refrigerator
		I freeze my green bag until the collection day, so I don't have the odor problem
		We keep the bin in the fridge.
		N/A - I have been keeping my bucket and food scraps in the refrigerator during the winter as well as the summer.
		I store in freezer anyway.
		I always store in refrigerator.
		We keep our food scraps in the freezer until they are collected.
		Odor was not a problem - ants were - so we had the compost in the fridge. We don't have a lot of meat or spoiled food.
		We always put it in the freezer, anyway, so there was minimal odor even in the summer, but it seems that it gets less smelly when in the bin outside.
1	2%	Fewer odors
		DEFINITELY!
3	5%	Mice
		I did get mice though, under my sink where i kept the container
		the new container is much better. We had mice and they were getting into the old one
		Huge problem began once the weather got cold - compost in green bin under sink attracted mice, even though we emptied the compost bucket every day. The mice destroyed the hose connecting the dishwasher to water line, by biting through it, which cost large amount of money to replace. Composting attracted the mice because of smell and bin design. All the bags were bitten through before we figured out that it was mice, not broken bags. Not affordable to continue!! Too big a risk to house structure and appliances.
4	6%	Sure Close Feedback
		different bucket so not sure if it's the weather or the new bucket.
		since the new green and white kitchen bin, I have had no problems with either smell or leaky bags..
		We've swapped to the new indoor compost buckets - which have less airflow and seem to have a slightly higher odor, but have many fewer leaks.
		we are also testing the new container
3		Fewer flies
		No flies
		Many fewer fruit flies too!
		We've definitely experienced less fruit flies.

3. On average, how many compostable bags did you use per week this summer?

22 Responses

4	18%	More bags in summer/faster turnover
		Sometimes a little more.
		More in summer than in winter.
		Bags were not always filled when we put them in the larger green container.
		Most weeks I don't fill up one bag.
7	32%	Compost Bin in Summer
		I have a backyard compost bin for my veggies, fruit, etc. that I use in warmer weather.
		I also compost in my own backyard compost bin.
		we compost fruit and vegetables outside in the summer in our composter
		I put some of the compost in my own compost heap out back (bigger things like corn husks, etc.)
		we also have a composter, so compost some stuff in our backyard
		Actually none. I have a backyard composted that I use in the summer. Doesn't work in the winter! I used to throw compost in the garbage in the winter, so am so GRATEFUL for your composting program. Also, now I can compost more things than my composter could handle!
		During the summer, we also have our own compost pile or it would have been more bags.
6	27%	More veggies/Corn
		I had more scraps during the summer when we had corn. Those scraps (husks and cobs) took up a lot of room in the bag so I sometimes had to use two bags in a week.
		maybe more once corn was in season due the bulk of husks.
		Usually fill a bag every other day because I belong to a CSA.
		This much during corn season -- closer to 3/week before corn was available.
		More produce scraps from farmer's market/farm share in late summer/early fall.
		vegetarian household
3	14%	Summer travel
		I was traveling a lot during summer
		Our use is erratic due to travel & guest spurts - hard to average...
		I travel a lot during the summer.
2	9%	Smell Related
		needed to discard before full because of smell.
		We removed bags before they were full to minimize odor.

4. On average, how many compostable bags did you use this winter?

50 Responses

11	22%	Fuller Bags/More Bags/More Cooking
		We fill out bags to the brim before putting them outside.
		Overall more home cooking (i.e.) root veggie peels; peak season oyster-mussel-clam shells; bone stock & broths; more autumn veggie prep
		I let the bags get too full and then I double bag them.
		Lots of cooking!
		My husband eats a LOT of citrus.
		more family and friend gatherings with more food scraps coming off more plates than during the summer months.
		we had more people living with us this winter, and the bags leaked or broke more often.
		Not sure but suspect my husband is getting better at composting. :)
		All of it goes to the bags during the winter.
		when the snow is really bad, we use more.
		I am filling the bags more fully.
16	32%	Fewer Bags/Less Full Bags/Less Cooking
		We use less fresh fruits and vegetables and have less company
		the mice...using it a bit less in hopes of deterring mice
		Sometimes <1. I eat less fresh produce that produces scraps in the winter. When there are scraps the corner they are in is cool enough I can wait until the bag is very full.
		less produce being purchased, farmers market has less to sell.
		Less fresh veggies being prepared in winter so less compost
		Perhaps I didn't cook as many fresh vegetables.
		Different style of eating in winter. Less waste of veggies (I had a garden in summer and had trouble keeping up with my produce).
		less fresh produce/garden harvests
		Less veggie scrapes because I'm not in the CSA during the winter.
		we eat less fresh produce in the winter... (but we do have more grapefruit...)
		No corn on the cob, no carrot or fennel tops from my CSA vegetables.
		We get less fresh fruit and veg in the winter in the summer we have a CSA and our home garden so we have tons of fresh veg waste
		slightly fewer because teenage son is off at college: dramatic drop in household food consumption
		Mostly, because I make an effort not to let food go bad and at least one of my roommates seem to only use it on rare occasions.
		Less fresh vegetables
		Or sometimes 1. Less fresh produce, more frozen or canned; and trying hard to waste less food.
7	14%	Neutral
		about the same.
		It's the same for us. Our cooking and eating habits are relatively the same year around. We heartier food in the winter but the compost is the same.
		We eat mostly fresh food with waste from food preparation eg fruit and veg peelings. Also tea bags & coffee filters.
		Except for corn, I think the amount of food scraps I have in the winter is about the same as summer.
		We eat mostly fresh, unprocessed foods, including vegetables & fruits. Coffee filters take much room too.
		I eat about the same number of vegetables and so have about the same amount of food scraps
		Probably an average of 4 bags. We use and peel fruit and vegetables, also compost coffee grounds and paper towels.

8 16% **Winter composting**

I do not use my yard compost bin in the winter.
I can't get through the drifts to my backyard bin so I am putting everything in the city's bin.
The only challenge we've had is that we take the recycling and garbage out 1x week, and we fill up the compost bags more than that. My husband doesn't like having to make extra trips out to the compost bin mid-week.
My own compost is buried in the snow and due to construction not being used right now.
because not using outside composter right now
For the time that it is impossible to find space for the huge amount of snow, I will not be using any bags.
lazy about taking them out
Backyard composter buried in snow, frozen shut, and too cold to compost. I compost curbside now.

8 16% **Other**

zero - stopped composting due to rodent infestation
my tenant also adds a couple of bags per week
I live alone and hardly ever cook or eat at home.
Living in a different unit
I'd say one every two weeks is more accurate.
We also compost in our yard. So we just send you stuff we don't compost at home
I don't cook, so I don't generate alot of food scraps at home.
your survey does not provide a "ZERO", which is the answer I would provide.

5. Have you noticed a change in bag performance since the summer ended?

42 Responses

13	31%	Negative
		seems like they're thinner/weaker
		My bags rip, though that may be because I overstuff them.
		rodents seek warmth and food and chew right through bags
		Bag breaks at the seams.
		The bags break and leak more easily. Sometimes I have to double bag.
		Sometimes the bags leak if there is anything wet in the bag (tea bag, coffee grinds). I've had to double bag a couple of times.
		The bottom rips more easily when I tear it off the roll. I had to discard a few.
		I only had one incident. I try to break up sharp scraps into small pieces, not stuff the bag, and carry the bag outside in the kitchen bin. I wish there were less sharp edges on the kitchen bin.
		At the end of the rolls, the bags seemed prone to springing unprovoked holes.
		I'm at the end of my last roll and the bags seem to be ripping from the edge as I unroll them but they might be longer too. No big deal
		they seem to be ripping more
		Not sure if this has to do with weather, age of bag, or what I put into them, but I have had to double-bag a few times because the first bag leaked.
		Mice ate right through the bags and were attracted because of smell and availability - ate right through the insulation and came in between walls with the cold weather - a big problem!!!
16	38%	Positive
		I think it is less wet... Less fruit maybe. Not sure. But not a big change.
		I managed to break one this summer, but I have been careful to break up long pointy things like ears of corn.
		We bought bigger bags that fit the bin better and have less breakage and leakage
		Less leakage
		seem to break less often
		maybe that we stopped drinking coffee, no wet grounds...
		I think there's less of a leakage problem. Is that due to the lower temps?
		Don't fall apart as easily
		Just making sure they don't get too full helps a lot.
		The bags sweat less in the winter.
		They hold together better.
		Less produce, drier produce= easier to manage bags. A couple of times this summer had to double bag because of leakage--not so in cooler weather.
		possibly less likely to break -- but maybe that's because I have been more careful
		less leaking now that I store the bin in the fridge.
		Seem to be holding together better in the winter
		They disintegrate faster in summer
13	31%	Other
		Just started program at the end of summer.
		Bags in the newer container (with smaller holes) seem to need replacing more frequently. I assume that they begin to break down because there is less air circulating around it.

*Could not leave it bland but once again did not participate this summer
I prefer the bags you supplied to the ones I purchased
n/a started in september
I always worry about the bags breaking and use a back up bag to carry it out to the bin.
Bag performance ??
purchased my own from Whole Foods
N/A- Got bin in late October
I have a large, lidded container that I keep on counter. Empty into bag right before it goes out. Keeps bag dry, doesn't tear.
n.a. Again, I didn't participate in the program in the summer.
I bought a new batch of bags with that coupon and they are a little large and bit stronger than the bags we got when we first signed up.
I store my bags in the freezer summer and winter.

7. Since the pilot started, have you noticed a change in your trash?

42 Responses

15 36% **Generally Positive**

Does not leak disgusting brown goo.
Our trash is down to nearly nothing. It's all compost and recyclables
I have still not put out any regular trash since the snow started. I could go another month or more.
I use the garbage disposal far less than I used to.
It's sad! It's a plastic bag full of plastic. What an eye-opening experience!
It is much better and we are very happy
I'm also recycling more
I feel really good about there being less trash in my main container.
Because there is no food waste in my trash (so no smell) now and I have so little (mostly the packaging that I can't recycle) that often I wait a week and only put my bag (still not full) out every other week.
Fewer trash bags (one per week) and much lighter!
no smell and decreased by a lot
We don't always take it out each week, because it's so empty now!
So much less trash!
I love this program!! I feel it has had a very real effect on the amount of trash generated as well as a great reduction in odor in the trash.
We cut our trash in HALF - now we typically only have one bag of trash a week for a family of 4 (2 adults 2 children)

17 40% **Previously Composting**

Though not major change as we were already composting on-site for years. Prior we didn't add animal bones, nut or seafood shells, baked goods or used paper towels so the volume has shifted from the trash bag to the green bin. Come summer we'll contribute more to our own on-site compost pile to keep our veggie garden & shrubs happy.
I used to use my own compost bin.
I was composting before but not doing meat scrapes so now there is less smell in my trash.
We were using a large composting bin.
We were composting in the backyard before but with the program we can compost a wider variety of material.
We already composted. I appreciate that we can now compost all of our food waste. I did not compost dairy or meat products.
I have been composting my food scraps for years.
we were already composting in backyard
I was already composting on site
I have my own compost so I've been composting for years; however with Cambridge composting, I can now add meat scrapes so less volume in my regular trash.
I was composting and dropping off at St. Peter's field, Whole Foods, or The Works, prior to the pilot beginning.
We were already composting before the pilot.
I was already composting at home, so this just diverts that stream to another source.
I was already composting, so my personal trash stream has stayed about the same. But now, since composting is much easier with the pickup, I have gotten my housemates to occasionally compost, so that, I think, has reduced our trash at least a little bit.
We used back yard composter before this.
We were doing home composting before...this is much easier, especially in winter.
we were composting at home before pilot prog., so not much change -- except in midwinter when snow made home composting hard

4 10%

No Change

I would check the smell one, but until we can compost the styrofoam chicken comes in, my trash will still smell pretty bad :)

Given toddler and pets - I don't really expect my trash to smell amazingly better all in all. :)

Had to check something, but have not noticed anything one way or the other.

Hard to tell.

6 14%

Other

I have only a tiny amount. I wish I could just walk it to the corner to dispose of (and get rid of the a garbage can in my yard.)

A friend who lives in Lincoln used to pick up our recycle.

I used to freeze compostables until trash day

I moved to Cambridge in August 2014 and started composting right away

There's a change in what goes down the disposal in my sink.

this survey question makes no sense -- what about the other answers that are NOT positive: big change; weighs more; smells worse; more volume????

9. Have you ever stored your kitchen collector in the refridgerator or freezer? Why or why not?

204 Responses

28 14% **Keep/Kept in Fridge/Freezer**

Always keep it in the refrigerator
I've stored the bag, but not the plastic receptacle, in the refrigerator during the summer. There was not enough room for both.
Out of sight and no odors.
We did this in the summer to cut down on fruit flies and odor. It worked fine. Its been fine out on the counter since the weather has been cooler.
Fits on the fridge door. Helped with fruit flies.
Much better than having it out in the kitchen!
I took the advice to store compost bin in freezer, and that has been great! It's small enough to not take up a ton of freezer space.
Although I just store the bag in the freezer, not the whole unit, since it takes up so much space.
in the summer this was necessary. Not so now.
fridge in the summer, but don't need to in the winter
I've never stored it OUT of the refrigerator. I thought it would smell bad.
have stored filled or partially filled bags in freezer, not the full collector (would impact available space in fridge)
I've done both. More often in the refrigerator. Sometimes there is room for the green container. If not then I get a smaller container to put the green bag in.
I keep the small green plastic compost container in the refrigerator, with a compostable bag, and put food scraps directly there. Occasionally, I have moved the bag to the freezer, but usually I don't need to.
Keep bags in freezer until Sunday evening when the green bin gets placed outside for pick up.
We put it in the fridge because of an ant problem. (We had ants other years, before the composting.) Worked fine except took up space.
When I've traveled.
Usually we end up pulling the container out onto the countertop and leaving it there. But we store our full bags in the fridge until we can take them out to the bin.
Store bags in freezer both in summer & winter
I've had to reduce my personal space in the freezer in order to do this, but it isn't a huge hardship, because I don't usually have tons of frozen food anyway.
Your little collecting bin with the lid doesn't work in the freezer. I just have a plastic food container, about 5/7 inches, uncovered and lined with a bag. That way I don't have to open a lid and can just toss stuff in.
always store filled bags in the freezer. Keep the kitchen collector on kitchen counter next to the sink.
to get rid of fruit flies
Mainly to keep fruit flies down to a minimum during the summer. Have continued with the habit since winter started.
We did this only when a bag was full and we couldn't take it out our back door due to the snow--but it was fine to keep it in the freezer until pickup day.
My refrigerator is too small for the container but I store the full bags in the freezer.
There really isn't any available room in there.
it definitely takes up space in the fridge, but it is worth it to avoid odor, fruit flies and leaking bags.

15 7% **Have/Will in Summer**

summer, have used freezer
We did in the summer, to control fruit flies. But it takes up a large amount of space, so it is on the counter in the cooler weather.
Haven't done it in the winter - in the summer I do not like to put the bags out in the heat.

	Reduces fruit flies in summer
	only when it's really hot in summer
	put filled bags in freezer in summer, but not kitchen collector. No room.
	i had not thought of it.....i had stored full bags in the freezer during the summer.
	We stored it in the fridge during the summer when we had trouble with fruit flies.
	We only had to store the compost container in the refrigerator in the summer, because the heat was causing the compost to liquify and break through the bag.
	During the summer I put the collector in the freezer b/c of the fruit flies. I don't need to do that now.
	in the summer when the a/c wasn't working
	Probably will do during the summer.
	We kept it outside. But this did lessen my roommates using the compost so I will try the fridge/freezer this summer.
	just started program after summer, so haven't needed to. Will store in freezer when it gets hot out.
	Will likely do this in the summer but the smell & flies are a non-issue in the winter
	I would be concerned that the ethanol created by the rotting food in the compost bin would make my fresh fridge food go bad faster
69	34% No Problem/Reason
	Maybe we'll try that in the summer. So far the odor and flies haven't been a problem (We started in the fall)
	No problems with odor or bugs.
	We used to freeze compost, but we've had no problems with the bin in our kitchen, and it wouldn't fit in the limited freezer space anyways.
	We store it under the sink. But we do not notice any noticeable odor or smell. And we've never noticed any noticeable odor.
	We haven't noticed the smell. In summer we put the collector on a windowsill
	No need.
	I put out my compost every 2-3 days - no need to worry about the smell.
	simpler to keep in on the counter
	No need
	No need.
	Under the sink works fine.
	Odors and flies have not been a problem.
	WE fill a bag every 2 to 3 days. No flies, no odor.
	We have not had much difficulty with odor at all!
	We don't have trouble usually with odors or flies.
	Easiest to use on counter. Think I would do less collection if in frig or greezer.
	We installed hooks for it inside a cabinet door, which is convenient for us, and odor has not been a problem thus far.
	Haven't needed to.
	Have not needed to and when there has been oder/fruit flies I have taken it out. I do not have any extra room in my small freezer and refrigerator space is at a premium. I also do not want to introduce mold/bacteria to the fridge.
	Smell is usually fine, take it outside to bin if it smells
	don't need to b.c compost does not smell and it is not convenient to store in fridge
	has been cold since we started
	Have not needed to do so
	We don't eat many sweet veggies which tend to cause odors. Brassicas, stems, etc. haven't caused a problem for us.
	Have not had too much trouble with odor. We take out the compost if it gets flies in it. Keeping it in the refrigerator seems like a hassle and it would take up a lot of space in there.

We haven't had a lot of flies, especially now that it is winter.
Odor hasn't been bad, haven't had any flies
We produce so much waste that the full bags are typically trashed daily.
The first bag usually isn't full until the end of the week.
No smell, more room on the counter. I started in the summer and now I am used to it so I just left it there. The bucket fits nicely in the door tray nearest to the side that opens so it is very convenient to open the door and empty my small kitchen plastic container into the bucket.
so far we haven't needed to.
Haven't really needed to. We don't eat much for meat, so there's not a lot of scraps that would go rancid. The occasional times we notice an error, we just bring the compost out to the green bin sooner.
haven't needed to and probably would not have room if I needed to.
No need and I have a small freezer/frig.
We have not had any problem with odor or flies in the kitchen.
No need for it. I produced the same kitchen scraps before the composting pilot started, I didn't need to put my trash bag in the freezer when the scraps went in the trash. Why would that change just because the scraps are now going in a different bag?
We have a nice tucked away trash area in my apartment. the odor doesn't permeate
Not enough space in refrigerator or freezer and I have a lot of compost so no need to.
Odor hasn't been a problem, and there's usually not enough room in the fridge or freezer.
More convenient to have it outside refrigerator.
we did not have much problem at all because we twirl the bag to close it
No real issues with odors or flies. Also, would not normally have room for it in the refrigerator.
Have not needed to. Not much room in our fridge.
Haven't needed
We haven't had a problem with odor or flies. We store ours under the sink and empty it to the garage every other day.
I have not had problems with odors and flies.
Store it under the sink and it doesn't smell.
I always just put it in the compost bin outside.
smell hasn't been a problem for us
Never needed to--stored full bags in freezer when needed in summer.
No need to. If it starts to smell, I tie it up & tak eit outside. Putting in the fridge would be an extra step (taking it out) so less convenient.
Even in summer, odors, flies not too bothersome -- believe it or not!
It is too large, but since we got the new container we haven't experienced any issues.
No need. It doesn't smell bad if we wrap fish/meat scraps in newspaper.
I fill and em;th the bags prombply.
I have had no problem with odor
Odor has not been a problem. Lid fits tightly and I clean out fridge right before I take out compost.
I don't really smell it
don't need to. bin is sufficient
I don't have an odor problem, and it's more convenient to store it under the kitchen sink anyway.
odors do not bother me
I haven't had a problem with odor or flies, and like the bin handy in the kitchen.
no need
No odor of fly problems
It's just not been necessary.

	We haven't had a problem with odors.
	no need
	We did not have a problem with odor and only a minimal problem with fruit flies.
	Haven't felt the need
65 32%	No Room
	No extra room in the refrigerator.
	No room
	Definitely no room. Also don't want to mix kitchen refuse into my freezer or refrigerator for fear of cross contamination (mold spores, sticky moisture, punctured BioBag run-off, etc.).
	No space, plus the bags sweat and I don't want the odors to creep to the food in the freezer.
	Only when it is really smelly. We have limited fridge/ freezer space.
	No room, no need to reduce odors. Also it is more convenient to have the kitchen collector on the counter.
	No room in our frig. Next summer we may give it a try if we can make room.
	no room
	No room in the fridge
	no room
	I don't think we have room in our fridge or freezer.
	no room
	not enough space
	Not needed.
	I would love to! But not enough room :(
	I wouldn't have the room to do so.
	My freezer is FULL.
	inconvenient/ no space
	We typically don't have room in the refrigerator.
	No room!
	Not needed. No space in fridge
	no room!
	I, unfortunately, have a very small refrigerator in my apartment and do not have room.
	My fridge or freezer isn't big enough
	Not enough room
	Not enough space space to do so and we haven't had a big problem with either odor or flies.
	We have no room in the refrigerator/freezer.
	May try in the warmer months; freezer currently does not have room
	not enough room! :-)
	We don't have room in our fridge/freezer to do this.
	Simply no room.
	We just don't have room our fridge and freezer are quite full with a family
	Not enough room in the freezer, and it doesn't smell or attract flies under the sink.
	Would take up valuable space and seems gross..
	If flies become a problem, we use vinegar traps.
	no room in freezer (husband is icecream addict) or fridge; I think if we needed to we would figure out a way, but its really not a problem

My freezer is pretty full. Also, since my daughter became a vegetarian over the summer, there is next to no meat in the compost anymore, so the smell is greatly reduced.		
Not enough room...		
space is an issue		
No room. I make my own soup stock and freeze leftovers. I will never have room for this unless I get a 2nd freezer. Which I won't be doing.		
It takes up too much room in my fridge so I just change the bag more frequently when it's stinky		
Usually isn't enough space in there for it.		
We tried the freezer but there is not always enough room. We do not have a large fridge.		
I think it would smell too much in the refrigerator - also the bags sometimes leak.		
space concerns		
haven't needed to and I don't want the waste in my freezer.		
No room.		
Not enough space in fridge and freezer; doesn't feel good to put old scraps next to fresh food.		
We don't have room in the refrigerator.		
No room.		
I have a tiny apartment-sized fridge.		
no space		
I don't have enough room in my refrigerator to do that. I store mine on the floor next to the refrigerator. It is pretty cold there. If it starts smelling in the summer, I'll try to fit it into the refrigerator.		
No room in the freezer or fridge!		
I don't have extra space in the fridge or freezer.		
No room		
It is not convenient to store in the fridge or freezer - it takes up space and is not accessible when cooking - we store it under the kitchen sink - we are testing the new container and do notice less odor - but it may also be due to the season - we will be better able to gauge during spring and summer.		
No room!		
too big. but i often keep scraps in the freezer or fridge in smaller containers and transfer to the biobags right before pickup day.		
Typically not enough room in our refrigerator.		
Not enough room in freezer. need that room for food.		
Fridge and freezer are always intolerably full. I have never had a problem with odor or pests -- maybe because I also use an outdoor composter, or maybe because I take the compost to the green outdoor bin quickly in warm weather.		
This wouldn't work for us. We have a pretty small fridge (always pretty packed with food).		
refrigerator and freezer are too small		
Not enough room		
Not enough space		
Lack of space.		
17	8%	Don't Want Compost in Fridge
I don't really want the container, which I put on the floor, in the fridge. I also don't like the idea of storing an open-air container with compost in the fridge. It wouldn't fit very well in the freezer. Besides, the smell and flies were not a major issue this past summer for us.		
It also seems kind of gross.		
There is no room. And, gross.		

	Husband's ick factor - does not want food waste near edible food.
	Don't like the idea of compost right next to fresh food in fridge/freezer, but may try it because smell and ants were a bit of an issue...
	Mentally, this seems like storing trash in the fridge. We keep it under the sink.
	seems disgusting to put it in with my food. never had flies.
	no room and kind of gross!
	Don't like the idea of it.
	it made our fridge smell. unacceptable. blech.
	I don't have enough room & the thought of it grosses me out.
	Worried about it contaminating our good.
	I am not comfortable storing food compost in my small freezer for sanitary purposes.
	I would never put what I would normally throw out as garbage in refrigerator where I keep my food stuff.
	I don't think that's a good place for it, in the freezer. I will not try that, not healthy.
	space constrained. kind of gross.
	It is gross to put garbage in my fridge.
10	5% Other
	Didn't think of it.
	Did not occur to us and then the new container has solved the problem
	We stopped using the kitchen collector and returned to using a closed container to collect scraps. When that is full, we transfer it to a green bag and place outside in our curb-side container. I have put meat in green bags and into the freezer when I thought there would be odors.
	I haven't had flies this winter and I was using it to attract mice so I could trap them
	Just once when we went away on vacation.
	Bugs
	I use a stainless bin with a carbon filter.
	I keep waste in a covered metal jar, eat very little meat, don't generally have problems with odor/fly, at least not in winter -- the metal jar is more compact than the kitchen container you provide, so it fits on my counter.
	We have a sealed counter compost bin we've used for years. Convenient & more pleasing to the eye.
	I have a metal container with a lid that I use instead of the green basket thing, but I see that may not be the best way of storing food scraps.

10. Would you buy bags to participate in the program if it cost \$20-\$30 per year for your household?

41 Responses

28 68% Positive

absolutely!!
we love the program and hope to continue it and would be happy to purchase bags.
We are about to use our coupon to buy new bags, so came close to a year with what you gave out. I hope still to use the coupon! Also we are away part of the summer so that helps us use fewer bags. And we do some onsite composting...
Thank you!
I have no problem with it. Where I grew up we had to purchase town garbage bags too. It is a small price to pay for a large service.
I love this program!
Certainly. This is absolutely the most convenient way to deal with garbage.
It's not a lot of money and is the best thing to do, no problem.
I'd definitely do it for \$20, but \$30 is getting up there
I compost because I believe it is good for the environment, and that is worth \$20-\$30 per year. This program makes it very easy to be proactive and make good choices for my family and for others.
Absolutely! I LOVE this program - please don't stop!
Continuing to have my compost picked up would be worth that amount of money to me. Over the course of a year that isn't a lot of money - less than \$1/week. More than we spend on a cup of coffee, etc.
can't quite understand this question. We are happy to buy biobags.
I am committed to composting, so I would be willing to pay the extra cash.
It doesn't bother me.
I'm a HUGE advocate of composting.
small price to pay for such a beneficial-all-around program
Obviously, I like the free bags, but it's worth it to pay for them.
I would ALWAYS participate in this program even if I had to pay for pick up! Although, I might just switch to no bags but is this ok in the bin? I wasn't sure.
Same as purchasing garbage bags
I live in a 2-person household and so far we are only using 1 bag per week, so the cost of the bags are not a concern.
We only use about 1 bag per week, so I think \$20-\$30 would be more money than we'd need to spend for bags.
It is, of course, another expense, but seems reasonable and I am committed to composting. Also, the benefit of having the program at all is really amazing. I never thought I would be able to compost in the city, as a renter, with such little effort! Thanks so much for providing this service, I hope it continues.
Absolutely
Having them supplied was very nice and I still have plenty left. If need be I'd go out to buy more.
I'd probably purchase bags... especially because, as a 1-person household, I only use about 1 per week.
Absolutely would participate.
No problem! Please keep program going!
We buy trash bags so doesn't seem any different.
I love composting. I would be happy to invest in it. Note: I am the only one in my family that does. The rest of the family compost to make me happy, but would never buy bags.

6 15% Negative/

		The hassle & additional cost is a turn off... I'll just use old newspaper for fishbones & other animal bones. Will use my sink disposal for other smelly or rotting food refuse & skip the rest.
		That's how much we spend on trash/recycling bags every few months!
		\$20-\$30 a year is ridiculous. That's twice what I'm paying for 13 gal. regular trash bags.
		I wish they were cheaper!
		They should be free to eliminate cost as a barrier for people who want to compost but don't have extra \$\$.
		That seems an unreasonable price for 50 small bags. I would probably drop out at that cost
2	5%	Rodent Complaints
		We will no longer participate in program, as it has already cost us over \$1000 to remove mice, replace dishwasher. NO THANK YOU!!!
		great product for attracting rodents. never had a rodent problem in DECADES until beginninf composting. No more!! Not worth it!!
14	34%	Mixed/Conditonal
		I supposed it is no different than buying trash bags, it feels extra and a little annoying but you have to buy trash bags to put trash out.
		Yes.. But of course I don't want to have to spend more..perhaps reducing it to \$10-15 week per household will be more palatable to get better cooperation. * what is we find other biobags cheaper elsewhere? I guess as consumers we would like to have options, just as we do for trash bags, etc.
		If it was easy to get more bags or a replacement bin as needed, I'd definitely be willing to buy them through the program itself. If it was difficult to pay and it was a flat fee just to participate... I might be less inclined.
		As long as the bags are easily found. This was a problem earlier where several stores were not carrying them (at least staff did not know where to find them in store)
		\$10-12 per year seems more appropriate to me
		It would be convenient if the cost of bags was wrapped into the cost of the program, and they were just delivered.
		Would prefer if it was less costly. I use paper bags for dry compostable material such as peanut shells etc.
		Personally I'd be committed to doing so, but other people may not want to pay for bags and just throw the compost away with the trash. The incentive now is that I can, for free, do the environment some good (or at least believe that it is doing good.) But I think people may not see it that way; they'll only see it as having to separate their trash from their recycling and their compost and carry out three different bags to three different bins.
		We really really enjoy the ease and cost (free) of the pilot. I think our habit would now continue but it might be less of an incentive if we had to shop at a separate location just for the bags.
		I think paying more than 10 cents a bag sounds kind of steep -- at our current rate, we would need 100 bags a year, so \$10 sounds much better than \$20-\$30 but there are households where i imagine that would be a disincentive....
		I probably wouldn't need that many, but I think this would be a big problem for lower income residents.
		I think a better solution would be to give the bio bags away and charge for regular trash bags or something.
		Not thrilled since it is a benefit to the city however I hate to see waste and I am glad it can be turned into compost
9	22%	Coupon
		I only got one coupon. I'll have to check online to see if it's posted.
		where do i find the biobag coupon? did you send it via email?
		We bought replacement bags at Tag's. They didn't know what we were talking about or asking for at first. Once they figured it out, the ones we got are a bit small and I have to stretch them to fit in the bin.

	Please extend the expiration date of the coupon. We waste so little food that we probably won't have to do our first purchase until after the expiration date. I think we deserve a reward for that!
	The time I had the coupon with me Pemberton told me they didn't have them, but they did. I bought them on another trip. Suggest you train workers at places who carry the bags.
	I used the coupon once, but the number of bags per package was much smaller than the originally provided rolls. I ran out of bags and went back to Cambridge Naturals and they only had the "tall" size, which is much too big--I take the compost out to the bin every day or two to avoid attracting pests. Fridge/freezer both too crowded to use them.
	Since I haven't had to buy more bags yet, I don't know what they cost. Will there be more coupons after April, please????
	I didn't use the coupon at Pemberton Farms, because they didn't have any of the bags. I'd buy them, but it'd be nice if there could be continued coupons/discounts.
	I will stock-up on the buy one get one free, if the coupon allows.
10	Other
24%	Difficult to judge the quality of bags when on the grocery shelf. Higher cost = better?
	it would be great if they could be ordered on line and delivered at pickup time. Or if Boston Organics could deliver them? Just a thought.
	I am concerned with families that could not afford the cost. think using brown paper bags for non-wet items should be discussed.
	Hard to see how it could work if we didn't purchase bags. Not sure what price point feels reasonable. Hopefully if there's enough of a market, price will come down.
	Though I'd be even happier if we continue to be able to get small amounts of the compost we're helping generate through the year.
	Some at Whole Foods are quite large and too big for the bins so part of it is unused. I would like an in-between size - a little larger than the bin.
	In SF we could use paper grocery bags or a few sheets of newspaper.
	How many bags per roll? Need more info to make decision.
	I have found that I am able to fill 1 3-gallon compost bag each week, except when I make chicken soup, which takes an extra bag.
	Hard to find a place that sold them--finally found them at Pemberton Market after trying Trader Joe and Star.

Additional Comments

89 Responses

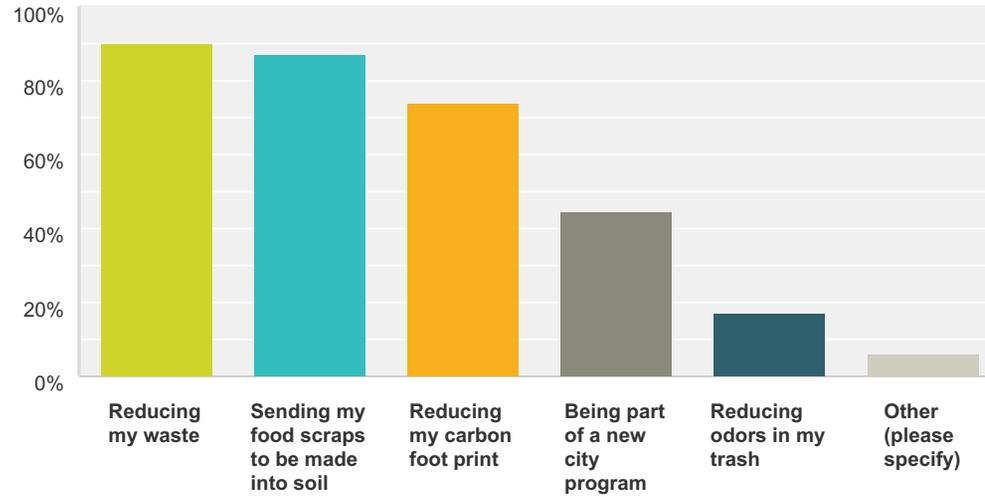
1	1%	Negative	not practical in city living
8	9%	Bin/Bag Complaint	<p>the lid to my new inside bin doesn't stay open like it said it would; not a big deal but I wanted to give feedback.</p> <p>Please revise your survey to provide answer choices that reflect all the possibilities, including those which are NOT positive. As written the survey is very biased and does not allow respondents to describe the whole story clearly.</p> <p>Wish the bags didn't leak with wet scraps</p> <p>hinge piece snapped on the lid of the plastic bin. cheap plastic, so now the lid is separate/loose.</p> <p>Wish the bags had compostable twist ties</p> <p>The bags get soggy and leak if I put in coffee grinds or other light liquid (yogurt, sour cream, etc.).</p> <p>Also - did not participate in summer so some question are not relevant but no place to answer that way.</p> <p>Moving the bin for a 2 family house is a bit of a challenge because the handle is so short. You have to either bend down at an uncomfortable angle (especially for the aging folks in our family) or pick it up, which is unwieldy. We are thinking of trying to attach a longer handle once the weather warms up a bit. It would be great to have that built into the bins.</p> <p>The only place I could find the bio bags was at Bed Bath and Beyond. They had a different brand at Tags when I looked. Could we get Whole Foods to use compostable produce bags? Is it OK to use paper bags to hold compost in the big green bin? It would also be really really useful if you would post on the web page an exhaustive list of items that are compostable: Wax paper? Parchment paper? The absorbent pad under meat? etc.</p>
11	12%	Other	<p>I may have already competed this survey-can't remember. Sorry!</p> <p>It would be great to receive a Q and A listing all the questions/answers neighbors have asked. We are still confused about pizza and take out paper boxes and if they can go in the recycle bin even if food stained. I believe they can but is it best to put these kinds of containers in the compost? (If so, some are quite large and it takes time to crush/rip up.)</p> <p>We love the new kitchen container (white and green with vent holes on top). It's much better than the green one!!</p> <p>I am slightly miffed at neighbors who don't compost. Should it be mandatory? I don't know. I don't like to tell people how to live their lives.</p> <p>I really like the new kitchen bin that I got as part of the pilot of that new style. It keeps the area under the sink cleaner. I think this is because it has a larger opening at the top.</p> <p>Jeffrey Lamoreaux (jefflamx@gmail.com), 25 Hollis St. Apt. 1 is also composting with us. Please make sure he is on your email list.</p> <p>Where does one get the buy one-get one coupon? Is it a physical coupon, or electronic?</p> <p>Where do I find the coupon for the bio Bags?</p> <p>Your survey should include I don't know as answer. Also would love to see bigger bags for plants and cut flowers.</p> <p>I must admit the weather has cowed me. I have not brought my compost container out the last couple times. SO MUCH SNOW.</p> <p>I did not receive a notice the first time the compost collection was canceled. The only notice I received was the 2nd time: "Again, due to the snow, DPW has to dedicate our personnel to clearing the streets and sidewalks. This means that we need to postpone collection until Wednesday, February 11...."</p>
69	78%	Postive	Thank you.

We are very happy with the pilot and hope that it becomes a Cambridge wide program.
We love being able to compost! Please continue the program!
i appreciate the snowy weather updates around compost collection
Keep up the great work.
We love the program!
I love the program and actively try to recruit people to it across Cambridge and elsewhere. I don't have a good explanation for what is done with the compost - could you provide that (again, if you've already done that.) Thanks
thank you1
Hoping this pilot will convert into an ongoing program in our City!
Good program--good luck!
Keep up the great work. Nothing but praise!
Please keep this program and make it citywide. Toronto does it we can too. Encourage Target and Costco to carry the bags. This has a huge effect on refuse volume.
Love the composting program and don't understand why all our neighbors are not doing it. I am going to spread the word:)
I love this program. Everyone who has seen how I manage compostable garbage would love to have this system.
Thank you
I really hope that this is a service that will be expanded to the entire city of Cambridge. We have a great opportunity to be a community leader in the area of sustainability with this initiative, and I would love to see this spread to other areas of the Commonwealth over time. Thank you for piloting this program!
Keep the program going!!
We love the program and really hope the city decides to continue it. It's part of what makes Cambridge such a great place to live.
I know so many people outside of the pilot neighborhood who can't wait for compost pickup to come to their neck of Cambridge.
I hope this becomes a permanent program - we think it is really great and has definitely cut back on the # of trash bags per week - we are down to just 1
we love the program
love the compost program!
We love this program!
Happy that collections have not spilled scraps onto the street. If it did, I would reject the program immediately.
This is a great program. I hope that it will continue.
love being in this pilot and hope it continues and becomes available permanently throughout the city
we love the program and hope it will continue!
love this service!!!! Even my non-eco husband is excited about it!!! Thank you!!!!
Wonderful program!! Thank you for the great coordination. It's been simple and effective!
we love the program! and also really love the new containers we go
Awesome program!
I'm happy with this system & hope that it continues,
We like the program. Thanks for running this!
We're really appreciating the program - especially since our two local compost bins have become full and it'll be a year yet before we can empty them. Even so, the Cambridge project takes many items we wouldn't be able to use in our backyard composters - and we love reducing our trash footprint further!
winter is much easier with out the smell and flies of summer
I love composting!!!!

The containers could be better designed. When they are empty, opening the lid causes it to be unstable. Also, a stable position where the lid is open straight up would allow scraps to be tossed in during food prep with minimal footprint on the counter.
From talking to other program participants, I think part of the reason we don't have summer problems is vegetarian households keep these bags moving--nothing sits around too long. Yet another reason to encourage that trend (preaching to the choir)!
We probably would have needed to buy more bags, but we volunteered to try a 2nd type of kitchen collector and got more bags when we got the new collector.
Thank you for this program!!!
I'm SO greatfuk! Thank you
love this program
Love this program.
Thank you for the new bin. It is hard to tell whether it will be better re: flies until summer comes but we will try. Thank you, too for including some bags.
Mostly I am composting things I would have put in the disposal
still really enjoying this.
I'm much hoping the program will continue after the pilot is done.
Thank you, this service is great. PLEASE keep it going and extend it to more of Cambridge.
Great job, and keep it coming
this is a great program! it makes composting easy, it has become routine in our house. I hope it continues and spreads to the rest of the city.
You are all doing a great job, I feel very lucky to be able to compost!
PLEASE continue this forever!
I switched over to trash during winter because of problems created by snowstorms.
We were given the improved home scrap container which is a big improvement, much less odor and easier to fill.
I appreciate that surveys can be very useful / but it feels like a lot - everyone is inundated with "feedback" forms these days /if it's super useful say exactly why -
It's a great system--we're very happy participating and hope it continues. We also like the new kitchen container with a lid that can be propped open.
Great results. Bags are fine. Pickups prompt. Significant reduction in trash.
Hope this continues past October.
Great program. I hope it continues and that you roll it out to the whole city! Friends of ours who do not live in our neighborhood are envious.
i love this service! i hope it continues and spreads to the rest of the city.
Love the composting program. My friends in other parts of Cambridge are jealous -- they want to do it too!
valuable program
I love it!! I hope you take it citywide.
No comments needed, it's working out well for me as it is.
I like the new bins better mostly, but i do need to wipe them out bc some moisture collects whereas that wasn't a problem with the old bins. Also, we've moved since the program started to a single family home and now have a smaller outdoor collection bin. It is much harder to close this bin and I'm worried about animals getting to the compost in the summer. The larger bin was easier to secure.
LOVE, LOVE, LOVE your composting program. So GRATEFUL for it! It even makes me feel as though I can do a bit of gardening (or at least earth-care) in the winter.
:D.P.S. My husband prefers the new experimental mini compost collector to the old one. He thinks it looks better, and he's sensitive to odor, and thinks it's better at handling that. I like both mini collectors equally.
Thank you for doing this! I am grateful to have the opportunity to compost.
It's a great program for a great city!
I hope this program extends to all of Cambridge. It's now deeply embedded in our routine.

Q1 What are the most meaningful aspects of the program for you? (check all that apply)

Answered: 278 Skipped: 0



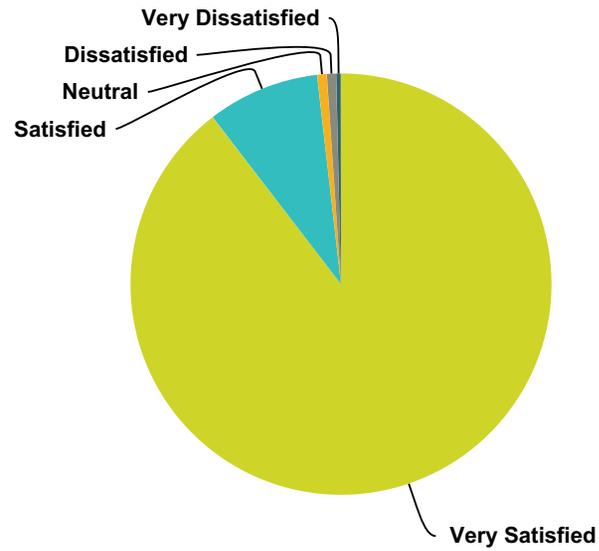
Answer Choices	Responses
Reducing my waste	89.93% 250
Sending my food scraps to be made into soil	87.05% 242
Reducing my carbon foot print	74.10% 206
Being part of a new city program	44.60% 124
Reducing odors in my trash	16.91% 47
Other (please specify)	5.76% 16
Total Respondents: 278	

S5 Q1 What are the most meaningful aspects of the program for you? (check all that apply)

Comments:
Being part of the first program to promote curbside composting on the east coast.
Teaching my children good habits of environmental stewardship
Convenience of bagging food waste and having it collected.
Being able to compost food waste that can't go in a garden compost bin (pet food, dairy, etc.)
Teaching my kids about environmental responsibility and food security/responsibility.
Not taking up yard space with a composter and still composting
I grew up composting in the 1970's. It is all I've ever known to do.
We have compost bins in our condo association, but this is neater and easier.
Making it more likely that others will reduce their carbon footprints by reducing their waste
To convince my family and friends that America is becoming more environmentally aware.
This survey is not worded well because there is no option for "program is not working meaningfully for me", so all choices cannot be captured.
this is awesome!
Not having to compost in my yard and being able to compost meat, etc.
Once this is permanent, gaining space in my tiny yard where our big home compost bin goes. Looking forward to getting rid of that!
It's just so nice to be able to compost even though I live in an urban environment with no outdoor space of my own!
changing my behavior with regard to consumption- even being frugal, it has made me even more aware of margin of waste that we produce weekly and has lead to purchase behavior changes.

Q2 How satisfied are you with the curbside composting program?

Answered: 278 Skipped: 0



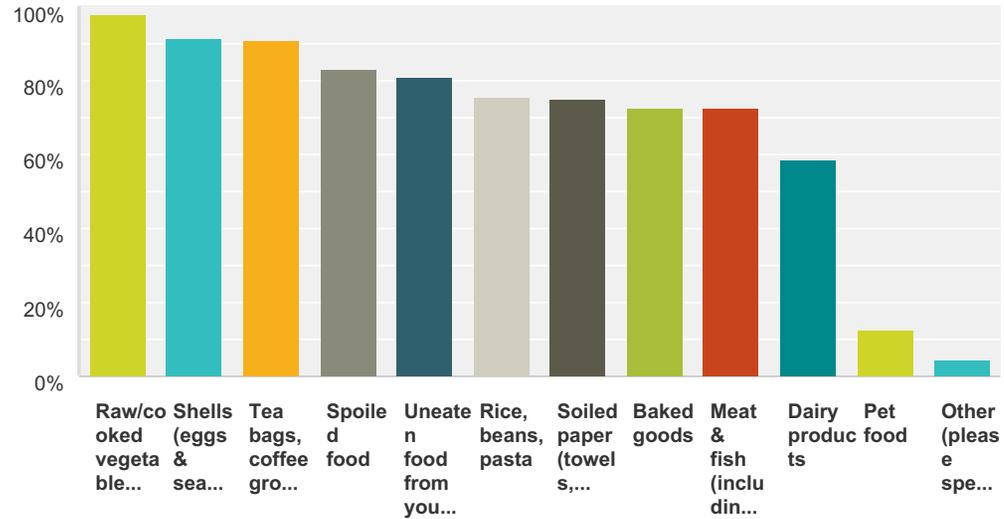
Answer Choices	Responses	
Very Satisfied	89.57%	249
Satisfied	8.63%	24
Neutral	0.72%	2
Dissatisfied	0.72%	2
Very Dissatisfied	0.36%	1
Total		278

S5 Q2 How satisfied are you with the curbside composting program?

Positive
it's awesome!
Might be moving in September and I hate the thought of no longer having this service!
The program is working very well our my perspective.
It's an absolutely fabulous program!
It's amazing - with 2 young kids I wouldn't have the time or energy to compost in my backyard but it's very important to me, so I really appreciate this service.
S5 Q2 Since I started on this pilot project, our weekly garbage went way down
Every part of this works great! Honestly, the best new product / service I've experiences in years.
Very thoughtful planning has paid off
So easy!!
Fantastic program - love it!
I'm so pleased to be a part of this! Great job!
Negative
too much of a hassle
My green outdoor container came apart at some part during the pick-up process. I'll try to fix it, but I do wish that more care would be taken to be careful not to break the containers, and to leave them standing up, out of the paths of cars.
bags tend to disintegrate very quickly--bin needs constant cleaning
Only problem was pick up a couple of times and bag leakage.
I'd guess the labor and processor costs of the program are substantial. I fear the the carbon footprint of the fuel for collection far outweigh the benefit.
Except for today when our bin didn't get picked up!
Because of problems with the program our family has ceased participation.

Q3 What type of scraps do you collect in your kitchen container? (check all that apply)

Answered: 278 Skipped: 0



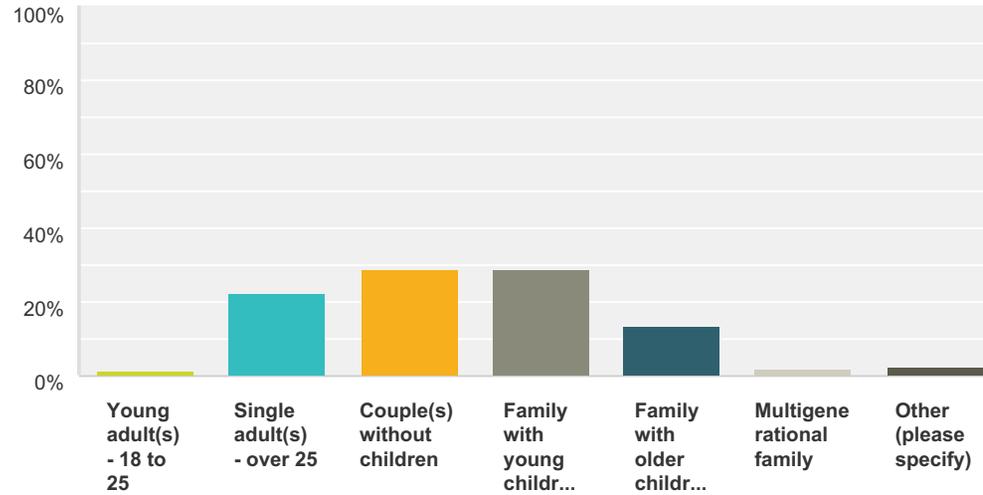
Answer Choices	Responses	Count
Raw/cooked vegetables & fruit	97.84%	272
Shells (eggs & seafood)	91.73%	255
Tea bags, coffee grounds	91.01%	253
Spoiled food	83.09%	231
Uneaten food from your plates	80.94%	225
Rice, beans, pasta	75.54%	210
Soiled paper (towels, napkins, plates, waxed paper)	74.82%	208
Baked goods	72.66%	202
Meat & fish (including bones)	72.30%	201

Cambridge MA Curbside Compost Pilot- Survey 5

Dairy products	58.27%	162
Pet food	12.59%	35
Other (please specify)	4.32%	12
Total Respondents: 278		

Q4 How would you describe who live in your household?

Answered: 278 Skipped: 0



Answer Choices	Responses
Young adult(s) - 18 to 25	1.44% 4
Single adult(s) - over 25	22.66% 63
Couple(s) without children	29.14% 81
Family with young children (youngest 13 and under)	28.78% 80
Family with older children (youngest 14 and over)	13.67% 38
Multigenerational family	1.80% 5
Other (please specify)	2.52% 7
Total	278

S5 Q5 Buildings with 2+ Units Only: Why do you think that non-participating households in your building, choose not to compost?

60

32 53%

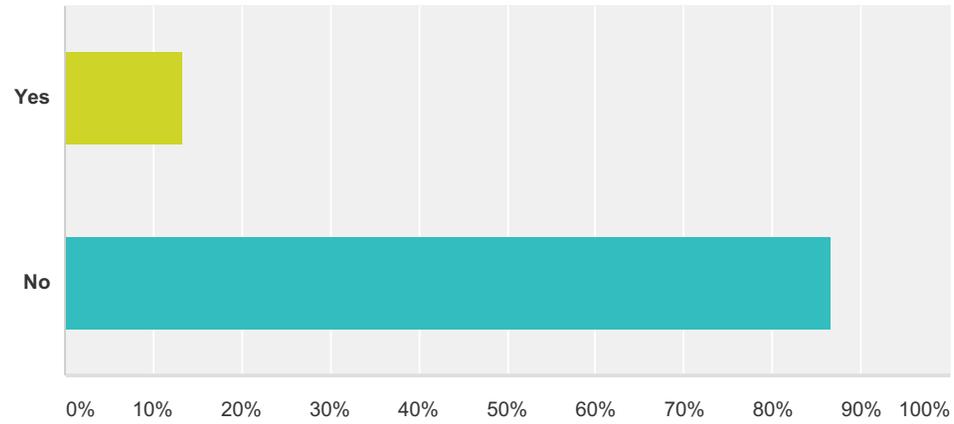
Not interested
Not interested? Time?
they are lazy
They are selfish
Lack of motivation to change habits. Person who lives in the other unit is probably over 80 years old, and older people tend to dislike changes in their routine.
They're assholes. Or they don't know about it.
Honestly, I think it's a combination of them being too lazy to do something new and it's also not a priority for them. We may have a skewed sample, though, because the neighbors in our building (2 other units, 3 people total) also do not participate in basic maintenance chores that are the renters responsibility (snow removal from sidewalk, putting out trash and recycling to the curb, etc.) so I think they're just generally not concerned with the greater good or their impact on others/their footprint. Not sure how you reach people like that -- they aren't motivated to change. However, we've had neighbors down the street who are just outside the pilot area who have asked if we'd mind if they put their compost in our bin because they'd much rather contribute to that than to their trash.
The 1 unit that did not participate was an elderly woman who perhaps did not generate much food waste, if any.
Laziness
They are not in the habit of doing it. Are older and used to doing things in their own way. Generate very little trash anyway.
Can't be bothered to separate their trash. (They don't really recycle either.)
i asked, and they said that they did not generate enough vegetable peels to make it worthwhile.
not motivated to do anything extra
Not in the habit of it. Lazy.
I never spoke with my downstairs tenants. They are terrible about regular recycling (bottles, plastic, etc) so I couldn't imagine them being able to deal with composting. The next time I get new tenants I will speak with them about it.
not being committed to reducing waste or carbon footprint
Young renters, possibly 1st unit, maybe don't want extra responsibility - hard to get them to take out the trash at all.
pure laziness
Lazy, didn't realize how easy it is
Lack of initiative
Because they are young and stupid.
Because she is incapable of being a functional, responsible adult
Lack of interest & concern. Most don't even recycle, putting everything into the dumpster, instead of the convenient sorting for single stream (containers RIGHT NEXT TO dumpster!)
They feel like it's too much work for them. I've tried to convince them otherwise to no avail.
She said she knew she "should", but I don't know why she didn't. She might when the full program gets rolled out.
Single mother, no time
Busy, don't cook much
Older people who didn't want to make the 'effort'

	Effort
	My tenants signed up, but I've noticed that they're not actually composting. I assume it's because of fruit flies and smell last summer, which I think is around the time they stopped.
	Not sure. Most do. Mostly I think don't see the value/necessity, so choose not to join. One person/unit in general does not participate in our building Citty activities/ initiative so reflects same pattern here.
	No interest in doing it.
	Too difficult for them to carry compost in and out
	1) Mice getting inside walls and kitchen during colder weather attracted by smell of food scraps in non-sealed container 2) Disgusting smell and liquids from outside container as weather gets warmer 3) Mice
14 23%	Uninformed
	The other two units in my building don't know much about the program, having moved in after it was started.
	they are renters and not planning to be here long, they are also foreign there might be a language or cultural understanding barrier
	I think they just didn't know about the program. I have talked my downstairs neighbors' kids into taking over the composting duties, even though I know they still haven't signed up.
	They moved in after the program started and are unaware of it
	Perhaps unfamiliarity with the process (and ease)
	They may not understand how easy it is.
	Don't know about it.
	aren't educated about composting and the program
	Our third floor resident is a single guy, aged 60+, and he just doesn't understand why he should compost. His carbon footprint is small, but another kind of pitch seems necessary....
	Maybe they aren't aware of the program?
	I'm not sure if everyone knows about it.
	Because some of them eat a lot of meat
	They simply don't know about it (even though I emailed them). I could have been a stronger advocate, I admit.
	Rents leased after start of program and may not have been aware.
11 18%	Unsure
	I know that 2 of the 3 units here participate. Not sure about the third.
	I have no idea!
	Unknown
	I have no idea.
	Unsure. They moved in last September. I mentioned it to them at that time. Perhaps they were overwhelmed and would consider it now.
	Not sure. Said they ordered a lot of take out and did not have much food waste. I also think they were uncomfortable with the idea.
	Not sure
	My town house is one of 7 in my association. I have no idea why someone would not participate.
3 5%	Compost at home
	Backyard compost bin available for the majority of the scraps

Two households are participating. The other composts in our yard to make her own soil.
One owner decided to compost on her own to fertilize the garden.
All participating
all 3 units in my building participate.
Everyone is participating!
I hope all 3 units are participating but I am not sure!
not applicable - we all do
Everyone participates!
both units enthusiastically chose the program
All participated.
everyone is participating in our 3 unit building
All three units in building participate.
We all do it!
Both participate.
We are a 4-unit building and EVERYBODY COMPOSTS!
Everyone participated
We're not really sure.
Everyone participated.
All participated
Both of us are composting.
All compost
N/a
We have 3 units, 2 signed up, the other couldn't figure out how. So, I helped her register and we were all on board.
Both do
I believe they all participate.
N/A, my upstairs neighbor also composts
But they doo compost.
n/a -- NO NONPARTICIPATING HOUSEHOLDS
Everyone in my building does. But maybe lots of people just don't get it or feel grossed out by it
one is rented out; other says she doesn't have waste to contribute
Everyone participates (at my urging :))!
I live in a 3-family. We all participate. I might have to get a larger container--- a good thing!
We all participate
we both do and share our container
We are lucky, we all participate
NA -- everyone participates

Q6 Since the beginning of April 2015, have you had any issues with compost collection?

Answered: 278 Skipped: 0



Answer Choices	Responses	
Yes	13.31%	37
No	86.69%	241
Total		278

S5 Q6 Since the beginning of April 2015, have you had any issues with compost collection?

39

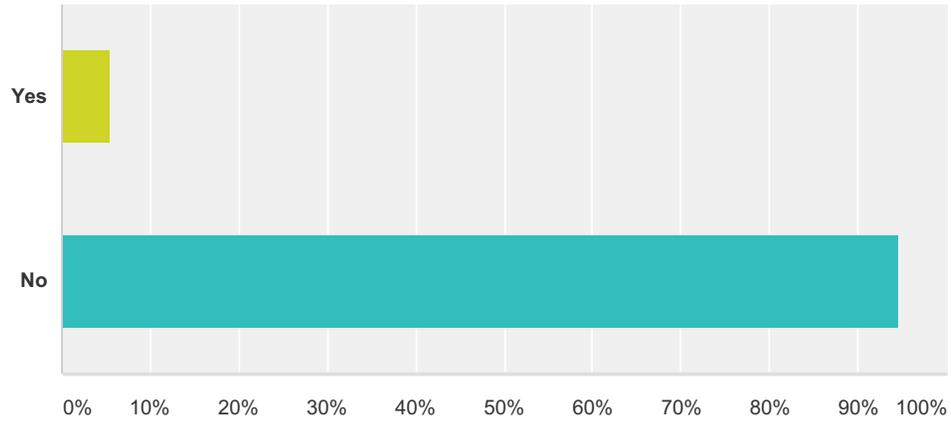
14	36%	Missed due to snow (NOT relevant)
		a few weeks when truck could not get here because of the snow. Understandable.
		Very minor - a few times pickup was missed.
		Not sure on the dates but there were a couple of times I received an email about day changes for pick up and then pick up did not happen.
		occasionally you did not make it -- but you were very informative when the schedule changed - thanks!
		Once or twice during the winter the collection missed our street.
		One week in winter, the truck was a day late.
		There have been a few issues on account of the massive amount of snow we received this winter. But the city has been very good about informing us of the delay.
		Just that one day in winter when pickup was delayed a couple of days
		During snow storms, maybe one or two pickups missed. No big deal.
		I think one pick up was missed. But it may have been in march.
		Only during winter two missed collections. Really minor
		Missed a couple of collections due to snow. Totally understandable though.
		Just during the excess snow time, didn't get picked up for 2 weeks. But since it was cold and we're the only composters in the building, bags in the bin were not a problem.
		Just during the snowstorms, which was understandable.
18	46%	Missed
		Just a couple instances of compost not being picked up with trash. Not much of an inconvenience for us though.
		missed one week but ok
		The collection missed the bin last week.
		Wasn't collected this week (5/26). Probably because it was a holiday week though?
		I think one week it did not get picked up, but that may have been back in March or April? I don't recall. It was fine, got picked up next week.
		occasionally our compost is not collected
		Once since April our compost wasn't picked up. It wasn't a big deal, since our bin wasn't full, but it is confusing.
		Pick up was missed a couple of times.
		occasional missed pickups, but nothing big
		A couple of missed or late pickups.
		There have been three missed pick up days. Since I store the food scraps in the freezer, they thaw and smell while waiting for the missed pick up on the side walk.
		I think one week pick up of the bins was missed on a Monday; we received an email that afternoon telling us to just leave the bins out. So we left them out and I think they were picked up on Wednesday. It wasn't a problem at all - good communication and the bins are small and light so it was no trouble to leave them on the curb.
		A missed Monday collection that the city informed us of
		Was not collected. Waited one week.
		There was 1 week when it didn't happen, no notification but usually it works without fail.
		Our bin was missed. I took it over to the collection area on Hampshire street.
		It didn't get picked up once or twice, but it wasn't an ongoing issue.
		Collection was missed one day recently, but they came the next day, so no big deal

7 18%

Pests/Odor
I had a fruit fly issue last summer, but then started keeping the countertop bin in the fridge and that works fine.
Fruit flies
Some mice
Bags tear occasionally, and occasional odor - both easily dealt with
See above comments - we (and other families that we know) have ceased participating because of problems mentioned above: 1) Colder weather - rodents are attracted to warmth and smell of food scraps in breathable bags NEVER HAD MICE BEFORE PARTICIPATING IN PROGRAM - DURING 20+ YEARS IN SAME BUILDING!!!
Only with squirrels getting into the bins.
The bins get really smelly in the summer since we were overfilling the bags and they were breaking or something in the bin. We have to fill them less full and then, with the heat this summer, we'll see if it becomes less nasty.

Q7 Have you ever considered stopping your participation in the program?

Answered: 278 Skipped: 0



Answer Choices	Responses	
Yes	5.40%	15
No	94.60%	263
Total		278

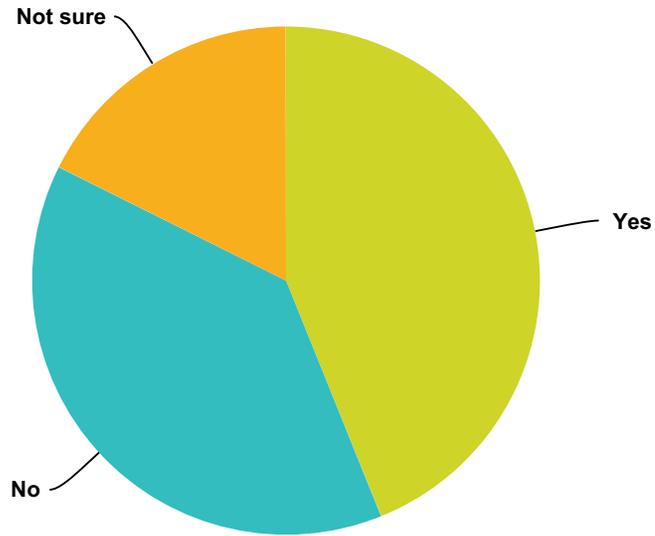
S5 Q7 Have you ever considered stopping your participation in the program?

28

18	64%	No!
		I feel that this is a great program.
		Makes composting so easy!
		It's good for the community.
		It is wonderful to be able to compost things I can't in my backyard and so much easier to do. Also, I was running out of places to put compost, so this program is great.
		Because Cambridge must set the example for others to copy/refine.
		I love the program. Please don't ever stop.
		No way! We're moving out of the neighborhood and are SO sad we can't get curbside compost where we are going. Seriously, it was a major consideration in our decision of places to live.
		Bins and kitchen container do get messy. Suggestion to put container in fridge was good, but I don't always have the space. Won't stop participating because I think it's the right thing to do.
		Love knowing that I can reduce the waste from my household, and that this is a free program to residents. It is one of the reasons I love living in Cambridge -- in a community where people prioritize something like this!
		we already maintain onsite composting bin and have done so for years.
		Just taking some weeks off during the summer when we are away a lot
		It is a great program that take away a lot of garbage & reduces my trash by 2/3.
		My wife thought it was going to attract bugs or smell but that never happened.
		are you kidding?! I love it!! :)
		Because I really like the idea of composting.
		works good. reduces my trash.
		why would !!? the program is so well organized!
		I will not stop but I will reduce my use of the program since I compost in the garden
3	11%	Too much work
		too much hassle. i will use try to set up a small composter in my yard
		Every once in a while I feel like it is a lot of work dealing with regular garbage, yard waste, recycling and composting. BUT it's worth doing good for the planet and I LOVE not having so much "regular" trash!
		I have a garbage disposal and composting is more work.
4	14%	Summer/Winter
		During the hot summer months it is hard golive with fruit flies.
		sometimes i take a break in the summer when i am away alot.
		As weather gets warmer, odors and fruit flies become an issue. We have been putting the bag in th freezer to get around; but it is not convenient. Also, once we run out of bags, do we need to buy the bags? Thar may influence our decision as well.
		Stopped while curbside bin was buried under feet of snow.
3	11%	Yes
		I'd guess same \$\$\$ spent on insulation or solar would be better carbon-wise
		Because in cold weather rodents attracted to smell of composting food in breathable bags NEVER HAD RODENTS BEFORE, OVER 20+ YEARS LIVING IN SAME LOCATION! 2) In warm weather the smell and liquids pooling at the bottom of the outside bin are disgusting and impossible to remove without a lot of water and hosing -- which cancels out the environmental aspects of program. We tried but won't participate again.
		expense of bags and invasion of ants that we felt were, in part, drawn by the compost container

Q8 With weekly recycling and weekly compost collection, do you think your trash needs to be picked up every week?

Answered: 278 Skipped: 0



Answer Choices	Responses	
Yes	43.88%	122
No	38.49%	107
Not sure	17.63%	49
Total		278

S5 Q8 With weekly recycling and weekly compost collection, do you think your trash needs to be picked up every week?

83

9	11%	Volume Concerns
		My house hold alone fills at least one trash can, one and a half recycling bins, and 4 - 6 little composting bags (there are six of us).
		We have one common trashcan for the three units in our condo building so we still fill a trash can each week!
		We have definitely reduced our weekly trash generation, but I'm not sure if I'd want it to go 2 weeks.
		our trash bins are small.
		my recycling and regular trash would need to be picked up every week unless I got many more bins/cans. And that would take up a lot of space in my yard. I don't compost that much so going for longer periods of time, say every other week, would be ok. But it would be hard to keep track of what was to be picked up when. So it would be best to stick to once a week for everything. Also, to pick up regular trash just once a week could still cause problems with animals getting into garbage seeking food (given downstairs folks don't compost or recycle very well).
		currently yes as 3 unit building
		As a building of 11 units, still need weekly pick up, would not have barrel space to go to alternate weeks.
		Please don't think of decreasing any of the four components: yard, trash, recycle, compost.
		In a 3fam, there's still enough trash it's often needed.
2	2%	Forgetful Concerns
		Not "needs to", but I'm glad it is. If it were biweekly and I missed one, that would be a month between collections!
		For me, the answer is no, because I don't otherwise end up creating a lot of waste. HOWEVER, if it were every other week, it would be hard to remember which week is which. Is there documentation of whether fewer garbage bins were put out each week for collection? I know I brought mine out less frequently.
18	22%	Odor Concerns (Summer)
		The trash still gets very stinky, mostly from plastic that meat was wrapped in.
		There are meat scraps that would get smelly as they rot in the trash.
		maybe in the heat of the summer when trash can get stinky but definately not in the cooler or cold months.
		If reducing pick ups meant program could continue that would be okay.... Might be stinky though
		It would be great if it were twice a week in the summer!
		I think people (including me) would forget an every other week schedule but might be worth a try. Might get smelly in the summer, though.
		Often we have meat containers and such that would smell pretty bad if they didn't get picked up every week.
		Yes during summer months when it's warm. Not needed during winter.
		In the winter, every other week would be plenty. Due to trash odors in summer, weekly is best.
		There are items that rot that are not allowed in compost.
		Maybe not in the winter - but there are times when we do have more than one bag of trash - holiday, birthday party, house guests so I might be concerned if trash had to stay outside in the summer over a long time - that would cause odor and attract bugs and animals - over the winter months it might not be an issue at all
		We certainly have enough room in our garbage can for two weeks worth of garbage, but I would worry about the odor (even though the food is being composted) if it were left for two weeks.

We probably could have our trash picked up every other week, but there's always something stinky we don't want to keep in the apartment that long. If we had sturdy outside bins like our recycling bins we could slowly fill it over two weeks, but since we have the flimsy, broken-bottom cans my landlord provides, we don't want to put trash bags outside until it's time for collection.

You've got to be kidding!!!! If trash is not picked up weekly in summer, the smells, the animals, the bugs will be really a health hazard!! In fact the composting seems to ADD to the health hazard not decrease it.

but the compost could get stinky in the summer!

YES!!! Especially in the summer

Our trash has been reduced to about one bag/week, but in the summer, I wouldn't want it to sit in the heat for two weeks.

I imagine it would get rather unsightly particularly in the summer.

6 7% **Diapers/Pet Waste**

Our house with 3 households has several kids under age 3 who produce diaper/ poopy trash

We have a baby still in diapers... Once he's out of them perhaps not!

We generate enough pet and other waste for weekly pickup

With a 2 year old, we're (unfortunately) throwing away diapers and I don't like to think what our barrels would smell like, especially in the summer, if trash weren't collected weekly.

We have diapers. I'd be afraid they'd get funky in the summer.

I need to dispose of used litter weekly.

13 16% **Neighbor Concerns**

Mine doesn't, but the other people in my building do need their trash picked up weekly.

but my neighbors make more trash than me -- and they'd need it every week!

For our household, probably not. But we've still got two neighbors in our building who trash everything (including plenty of recyclable products...argh!) so if there wasn't pickup we'd be stuck with some smelly stuff in the summer.

Other people in my building do not compost (or recycle....ugh) so our trash gets very full.

We have trash for the whole community and while our personal trash is less than one kitchen-sized bag a week, other people seem to produce a lot more.

By myself I don't produce enough for it to be needed, but if my roommates were better about it, weekly would be fine.

For my unit, perhaps, but not for the building as a whole.

I have a single very small bag of non biodegradable misc. such as floss and grungy stuff that shouldn't go into a drain. However, my neighbors have plenty of garbage on a weekly basis which needs to go out.

Trying to get new downstairs neighbor to reduce her trash and recycle and compost more. Until that time, we still need trash pick-up.

We are in a multi-unit building and the other tenants do not participate in composting.

We're in a condo and putting out the trash isn't my job, so I'm not sure what's happened to our trash.

for my tenants, but not for me.

We wouldn't if the other occupants of our building participated.

31 37% **Supportive**

i have very, very little trash now, so it could easily be picked up every other week

We only produce one small bag per week

we recycle a lot here

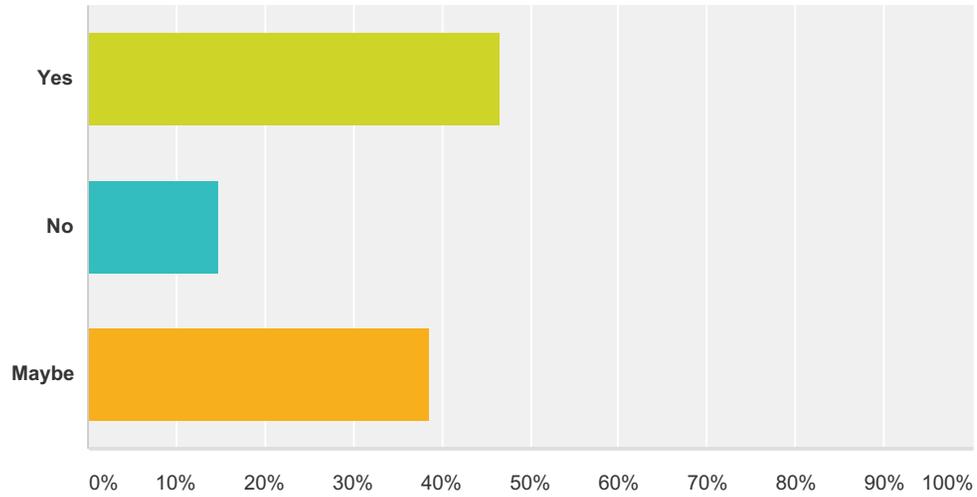
We are down to just more than half a barrel.

I think every other week is sufficient.
I have very little trash now, maybe 1 bag per week. And the bags we do throw out no longer smell as food is in the compost.
90% of weeks we don't need weekly trash pickup. But during those other 10% of weeks, it would have been really inconvenient not to have trash picked up.
We reduced our trash from 2 bags to one though!
The compost could be done every two weeks, but our two recycling bins are always filled.
Well, maybe the trash could be delayed. But the recycling and compost needs to be picked up weekly.
Since the garbage doesn't have as much gross stuff in it, I'd probably be willing to store it for an extra week and get pickup every 2 weeks
I put one bag of trash out every 2-3 weeks -- but I am only one person.
Most of our waste is recyclable/compostable, and so our landfill waste is about a 10-gallon trash bag once every 3-4 weeks.
we only make one bag of garbage a week (and it isn't usually very full). It also doesn't usually smell, so it could wait another week for pick up. I worry that we would forget which week was garbage and which wasn't, so having some type of reminder system (e.g. email) would be helpful
We very rarely have a full bin after just one week.
Great idea!!
I now produce only one small bag of trash every three weeks.
If you mean OTHER trash, then NO, because most of our trash is recycling or food compost
In general, no, but some weeks (like if we host an event) we would need weekly pick up for trash.
Our recycling bins are full every week. Composting bin is big enough that it could be done every 2 weeks.
Probably could go a week and a half, but we do still have about one bag a week.
I only put true trash out approximately every 6-8 weeks.
We could easily get by with trash being picked up every other week! We rarely have more than one trash bag in our barrel and even that trash bag isn't full. Love it!
It's definitely less trash and completely spoil-free.
Every-other week would be sufficient!
Our trash can is usually not full each week, so perhaps not
I could imagine reducing the number of collections - it does feel luxurious to get everything gone quickly.
in fact, I stopped putting it out during all the snow - compost too for that matter. Recycling needs every week.
It could probably go twice a month.
Most weeks, yes.
some weeks I have a lot of stuff from the basement, etc. but my regular weekly stuff could easily go 2 weeks.
Other/Unclear
I still set it out every week even if it's not necessary.
interesting question.
This is because at least 4 or 5 units are participating, and we use only 1 bin.
As happy as I am with the program, there is still a need for trash pick up every week.

4 5%

Q9 Buildings with 3 Units Only: You were given a 21 gallon green bin. Do you think a 12 gallon bin would provide enough space for food scraps from your building?

Answered: 88 Skipped: 190



Answer Choices	Responses
Yes	46.59% 41
No	14.77% 13
Maybe	38.64% 34
Total	88

S5 Q9 Buildings with 3 Units Only: You were given a 21 gallon green bin. Do you think a 12 gallon bin would provide enough space for food scraps from your building?

34

16 47%

Partial Participation/would need the space
at current participation rates with 1.5 units. If all 3 participated, would need 21, but that won't happen...
If everyone in our building used it, a 21 gal would be necessary. If a building had more than 3 or 4 people generating compost, definitely the larger.
what we have is satisfactory I think, but I am not 100% sure if all units are participating
Yes, but it might not if all three units participated.
If all three unit actually participated, a 21 gal bin would be necessary. Otherwise, 12 gal would suffice.
Most weeks 12 gallons would be more than sufficient. But then we were really the only participants in our building. There were a few weeks where 12 gallons would have been insufficient.
Only if not everyone is actively using it. (Like in my building.)
I'm in a 3-family and started with 12 gal bin. Now that we all participate, we might need 21 gal container--- a good thing! I'll let you know if we need a larger one.
though the other 2 units are not composting..
At present yes, because only one of three units is using the bin. (us)
Only my unit currently participates so it's hard to tell
But that's only because one of the units is not composting.
Only as long as none of our neighbors compost. As it is we sometimes half fill the thing in a week.
Probably not if all three units were recycling. For 2 units, it's more than enough.
We were in a larger building and definitely needed the larger bin. Furthermore, the latch on the smaller bin is much more difficult to use than the larger bin (we have the smaller bin now in our new house).
I'd rather keep the bin we have. If the bin gets too full, we're likely to just pack it down, which is then likely to break the bags and make a mess.

10 29%

12 Gallons might be suitable
more than enough
ours is rarely even half full. Usually only 3-4 bio-bags
I think we'd probably fill a 12 gal bin every week. Our 21 gallon bin is usually about half full every week.
21 is way too big
Yes, usually our bin was half full.
There were maybe 4-5 weeks in the year when we needed it. Probably 1-2 of those because nobody was around to put it to the curb on pickup day.
definitely - 21 gallon green bin is waaaay too big
Yes, plenty. We generate 1-4 small bags a week.
It's huge.but I am the only participant in the program. I weighed out my scraps for the sake of discussion and have 5-10 # per week so the bin is far too big
we've 2 small households participating. 21 gal bin is larger than we've ever needed. 12 gal bin would be fine.

5 15%

Not sure
not sure, I'd have to see it filled up.
I'm not sure what size we have [definitely not the smallest] but one unit never participated and I don't think the new tenants in the 2nd unit are currently participating.
Not sure, I don't bring the bin to the curb so I don't know how full it is
It depends on the week how many bags are put in the bin

3 9% **Other**

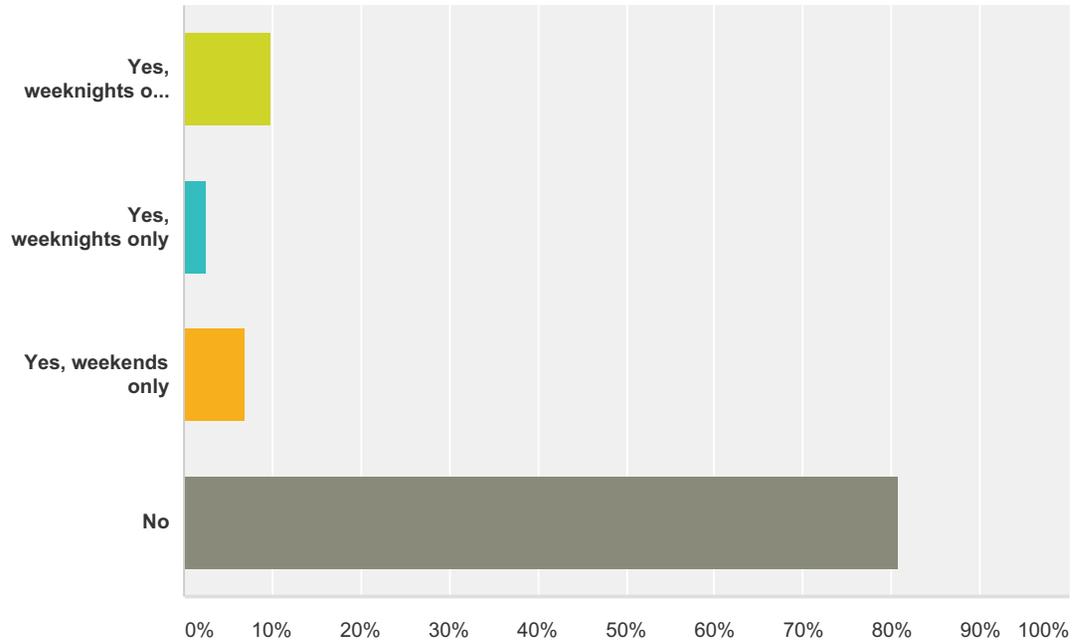
The latch on the green bin broke. The handle remained intact. Sliding latch should be stronger.

I think we only have a 12 gallon bin

some of us have ceased participating due to the reasons mentioned above - warmer weather brings smelly liquids in outdoor bin, colder weather brings rodents attracted to breathable bag in indoor bin.

Q10 Would you help City staff go door to door this Fall to help us educate your neighbors in the Monday collection route about the expanded compost program?

Answered: 275 Skipped: 3



Answer Choices	Responses
Yes, weeknights or weekends	9.82% 27
Yes, weeknights only	2.55% 7
Yes, weekends only	6.91% 19
No	80.73% 222
Total	275

S5 Q10 Would you help City staff go door to door this Fall to help us educate your neighbors in the Monday collection route about the expanded compost program?

53

15	28%	Yes/Maybe
		maybe, keep me posted!
		Maybe
		Just a little bit though.
		Sounds like fun! I might not be able to manage it with kids, though.
		I'd be happy to once or twice.
		Depends on work schedule
		I'm a student and unsure of my schedule for the fall...
		maybe!. Depends on time commitment, etc.
		Could do this in September or October.
		not sure why folks who don't participate decide not to. I think visits might help a lot
		Not sure.
		Can't commit at this time, but would to join this effort, if closer to fall, some time opens up. Probably weekends.
		I would be happy to make phone calls or send out an email testimonial as well.
11	21%	Moving
		moving
		Relocating
		I will no longer be living here
		Totally would, except that we're moving out of state.
		Unfortunately, we're moving away, otherwise I would.
		Unfortunately, we're moving to Wisconsin in June. Otherwise I would have loved to help out.
		Currently relocating to New York
		Will make an effort to help educate new neighbors when curbside composting comes to East Cambridge.
		We are moving from Cambridge.
		sorry, i'm moving. otherwise i would.
		No...I recently left Cambridge so am sadly no longer in the program or neighborhood
8	15%	Conditional
		I would help if I could go door to door with a buddy. Not totally sure I have the time but please put me on your contact list.
		door to door is rough, but would be interested in other efforts! composting workshop or...?
		I don't know if I could commit to this, or be good at explaining things.
		I could talk with neighbors I know in my neighborhood, but I don't want to go door to door.
		Happy to staff a table at an event though!
		Maybe with another person.
		Perhaps, if you really need it. I'm not the most sociable of people.
		Can't do that but would be available if people want a participant to call/email or if there is a single weekend event to encourage composting that would benefit from participant involvement
19	36%	No
		Sorry, single working mom in grad school. No extra time.
		Sorry, single parent, schedule is too full in fall
		too busy as it is, so sorry

Probably not (bad knees!)
All of our neighbors participate
This does not reflect our satisfaction with the program.
Wish we could but fall is busy busy time at work.
I'd love to but can't spare the time. If you are really stuck, i could find an hour or two.
I'm really bad with talking to people, especially when giving a "sales" pitch.
Sorry-way too shy
Sorry, too busy.
Sorry. I just don't have time.
I'm sorry, but I'd probably faint from fear.
I tried to encourage my neighbors for the pilot program and it didn't go well
Program needs adjustment - it lacks a way to fix the problems mentioned above - rodents in colder weather and foul smelling liquids in warmer weather.
I would be willing, but just don't have the time.
Sorry, too many other projects.
Sorry - most people don't want to be educated. If they won't read information that is circulated (signs, flyers), I don't think they will listen to door to door outreach.
We have encouraged our neighbors to participate. Some live alone and feel they would not produce enough compost for the collection every week. Hence, they do not participate. Not sure if they can be convinced otherwise.

S5 Q11 What tips would you offer to Cambridge residents that are new participants in an expanded compost program?

108

51 47% **It's Easy/Habitual/Fun/Beneficial**

Its super easy and not smelly!
I have never had problems with smells. The program has been quite convenient, and reduces my garage load every week.
I think your tips are pretty good. Nothing else to add.
It's easier than you think and very habit forming.
it's very easy to do! Many of my Cambridge friends can't wait for it to come to their neighborhoods:)
Try it, it's easy- a no brainer, you'll like it.
That it is not a big deal to do and that it does not take any more time or trouble than regular disposal of garbage.
That it's painless and a real benefit for the city -- and ultimately helps keep Cambridge rates and charges down.
its easy to use
Feeding the worms is fun! (OK, so there probably aren't real worms involved, but that's how we talk about it in our house.)
You can compost more than you think you can, it's easy, and it greatly reduces your trash output!
no tips, just love it
i feel like it not only reduced my waste, it also encouraged better eating and shopping habits.
It does not smell, it reduces garbage, its easy.
You can compost even more things than you think!
Just do it.
Try it, you'll like it ...
It takes time to accustom yourself tot he process of saving compostable materials, however it becomes normal and routine.
Start small - don't burn yourself out trying to decide what goes where. Keep the kitchen bin handy - if it's out of sight, it's more likely to be out of mind.
Give it a try
It is amazing! The green bags keep down the odors & I don't need to put out the trash as much. Usually one bag or less/week. Combining that with recycling paper & plastic makes for much less landfill production.
Participate.
Reduce, reuse, recycle, COMPOST.
You'll be amazed how little trash you have if you do this!
Participate.
No tip. Just emphasize how easy it is.
It does not smell and it's easy to do.
It's so easy. No tips needed.
So much more can be composted than what you might think. Oily donut bags, pizza boxes, Chinese food take-out boxes.
this is a win-win program. Good for the city and for individual households
It's great! Don't forget you can put in soiled paper. And keep the bin in the fridge in the summer!
It seems like an excellent thing to do. It's good for the environment, and the compost is a good addition.
Just throw it all in. Almost nothing needs to go into the disposal or into trash. You probably don't need your trash to go to the curb every week anymore.
It's easy. It's essential for us to reduce our waste. It's what the neighbors are doing. It's the new normal.

It is really easy!

I'd say to try it - you can always stop. I'd also say that you, Everett, are a very willing and responsive resource.

The people who designed and run the program make it very easy

No tips. Everything worked beautifully!

DO IT!

nothing beyond what you already provide.

At least try it for 3 months--if they haven't composted before it might take a while to develop new kitchen patterns/habits

I don't have tips, but I would indicate the benefits and the range of items that can be composted.

It's easier than you think.

It takes a few weeks to get used to.

Great program, well organized and very easy to do.

It's an easy way to give back, reduce our footprint, hopefully decrease cost to the city as well so more funds can be put into things like education, parks, music, etc

super easy

It's very easy to compost.

Do it - we love it!

This is really easy to do. don't put bird seed in the bag in the house because the mice will chew through. but other than that, no problems at all.

start small/simple - pre-consumer fruit/veggie waste and expand as you get used to it

17 16%

Bin Storage Tips

keep the bin in the fridge, then keep the full, tied bags in the freezer or fridge till you put it on the curb, to eliminate fruit flies and smells.

Find a good accessible spot for your container in the kitchen. Then you don't spill and the container stays clean. Also, you don't hesitate to bring it out for the collection

put full bags in freezer until pickup day

I let my compostables (salmon skins, chicken bones, banana peels, apple cores, strawberry tops, spoiled fruit and vegetables) dry out in a container on my kitchen counter and then transfer it to a compost bag with some paper napkins which is kept in the basement until collection time. I started doing this because the collection people reported me for having too much liquid in the compost container.

Keep the bin in the freezer - it takes up space but is WAY worth it. Be careful not to drop the bin, it can break easily.

Have a tray underneath your compost bin. Because of the nature of the compost liners and bin, liquid will drip.

Finding the best place to store the bin inside is important (you always say the freezer, but who has room?!).

I'd be sure to include what they can put in their bins, who do they communicate with if they have any questions, and remind them that they can pick up the composted soil at the DPW.

Keep the counter top bin in the fridge.

Use your freezer in the summer. Or replace compost bag every day or two.

Put the compost bin in the house right next to your normal trash bin, maybe at the same height as your trash bin to make it easy to remember to separate food from trash.

Find a regular place for the container, inform all family members and guests about how to use it, give them data about effectiveness, present personal stories from pilot project users, explain benefits it offers as an alternative to garbage disposal

Put small container on the counter so you can deposit in scraps as you chop and prep.

In summer put the compost in the fridge if you have any ant problems

Put the bin in the cabinet under your sink and you won't have to worry about odors

Find a spot for your kitchen collection basket that is realistic -it's not pretty - but if I don't keep it front and center handy then I don't use it most efficiently. "lean in" to compost green!

Keeping the bin out or under the sink is convenient, but the freezer is the way to go. No worries about leaving it too long, odors, pests ...

29 27%

Bag Use Tips

Don't feel the bag too much and take it outside every few days even if it's not full.

Take the compost out frequently to reduce odor and bugs and don't forget that almost everything that is food can be composted!

Keep the compost bag closed when it's warm. We use a chip clip.

Freeze or empty bags frequently in the summer. Rinse out bin and let air dry to avoid stench and maggots!

keep bags in freezer until collection day

Empty your kitchen bin at least once a week, even if the bag is not full, to reduce odors, molding, etc.

Take it out before you think it needs to, because that bag gets soggy - as is the point.

Always have lots of bags on hand and change/take out very frequently

Keep an eye on your bag and fruit flies as the weather heats up.

use double bags in collection container

keep bag in freezer in summer if it's full before collection. You can still garden compost--we put more things in the city compost--paper, fish, citrus, fruit pits, that we don't put in our own garden compost.

Put full bags in freezer 12 months of the year. Makes it easier, less odor, less messy

Make putting your scraps in the bin a habit - it's easy to remember after a while. Squeeze out excess water from scraps/paper so the material won't be very wet.

Empty the little bin a little more frequently during warm(fruit fly) weather.

Use double bags if your compost is runny. Keeps container cleaner.

If the kitchen container smells, take the bag out to the bin. Composting makes trash less smelly and lighter.

Take out your bag frequently, don't let the container get too stuffed

During the summer if they have no AC, remember to put full bags in the fridge/freezer in between trash days.

We kept a large composting bowl on counter with a lid. Dumped it into a green bag right before it went out to keep bag from tearing.

Freeze your scraps in the bags provided.

Do not overfill your bags!

Change bag frequently to prevent fruit flies. During really hot weather, keep scraps in the freezer until you are ready to take the bag out, or keep your bin under sink to reduce heat exposure which encouraged flies

Empty the in house container at least twice a week

Move your green bag from the kitchen to the bin twice a week, even if it's not full yet.

Make the night before pick-up your night to clean out the fridge so you don't end up with decomposing leftovers in your compost container.

Don't overfill the bags.

don't put anything wet or liquidy in the bag or the bag will fall apart and make a disgusting mess!

compost paper towels used in the kitchen - this also helps modulate moisture buildup in your bin.

Be very mindful of the quantity of liquid going into the bag; it can and will leak or seep out.

11 10%

Other

Take advantage of the discount coupons for the bags.

The most persuasive thing I found was telling people their garbage would no longer smell bad and you'd go through fewer trash bags.

We use an air tight bin with no holes. That way, we avoid bug issues. But sometimes the bags get very wet that way. So we sometimes need to dump the bin into a new bag when we bring it outside to the bin.

Set up a simple cider vinegar trap in the summer.

Keep the flier that tells you what you can compost on the fridge. My daughter and I like to reference it when the 'can we compost this?' questions arise.

Don't do it. Same environmental effect by using the sink disposal and purchasing, cooking, preparing food portions more carefully.

The only issue we have had is squirrels tried to get into our green bin. Since they chewed a hole in the lid, we moved the bin to the garage. We haven't had any issues with odors or insects in our kitchen bin. It has been great to reduce our trash. Between curbside compost and recycling, we are left with little trash. We mostly end up with kitty litter and plastic bags and are inspired to try to further reduce those from our trash.

Investing in a closed compost bin so that flies and smells don't build up.

You can buy a prettier kitchen compost container online.

use duct tape if squirrels attack your container

1) definitely use the coupons for the bio bags

Additional Comments

91

66 73% **Generally Positive**

You guys have done a great job providing everything one needs to compost easier.
I'm not sure all the places that are supposed to take that bag coupon actually take it though.

Great program.

This a great program and we hope it extends to the whole city permanently.

I definitely want the program to continue!

It ruled! Spread it to the whole Boston area (including Belmont!) please!!

GREAT program!

I love it.

I LOVE COMPOST!!!!

Just that it's a great program -- and about time too!

Love it!

I really love this program! I think you've made it extremely accessible and it's a matter of helping enable people to change their habits. It will take a while, but I like that the door-to-door education program is a great idea.

Great program -- thanks!

Thanks for persevering! Just wish I could get a community garden spot... :)

Great program! I support it's continuation. There's been great communication and support for participants.

It's worked very well and I hope we continue it!

This program was great!

This pilot was a huge success and I hope you guys continue to move this forward to the whole city of Cambridge in the near future.

Thank you so much for spearheading this important program--I'm proud to be living in a city that takes reducing our carbon footprint seriously!

hope very much it will continue and expand

The program is easy, convenient, efficient, and worthwhile.

Love it. Thanks!

The info thing about what we could put in it was great. The more comprehensive and accessible the better.

Love it. Very pleasant surprise when we moved into the area.

I appreciate the positive tone and easy instructions in compost related communications. Way to keep it friendly and fun! Thanks for letting us take part.

This program adds to our commitment to contributing what we are able to do for the health and well-being of one another and the environment.

Best program!

We're thrilled to have been part of this pilot program!

We're in the process of moving to East Cambridge. Is it ok for us to leave the kitchen and outdoor food waste collection bins and some biodegradable bags for the future owners of 94 Reed?

LOVE IT. LET'S GO CITY-WIDE!

Keep up the good work!

It would be helpful if the compost bin had a tall handle, it is awkward to roll the bin with out bending way over.

We love this program and are so happy the City started it!

wonderful! I don't have room in my fridge/freezer for that container, and so I usually put spoiled food in the disposal, even though I know that is not a good environmental practice.

Well run program.

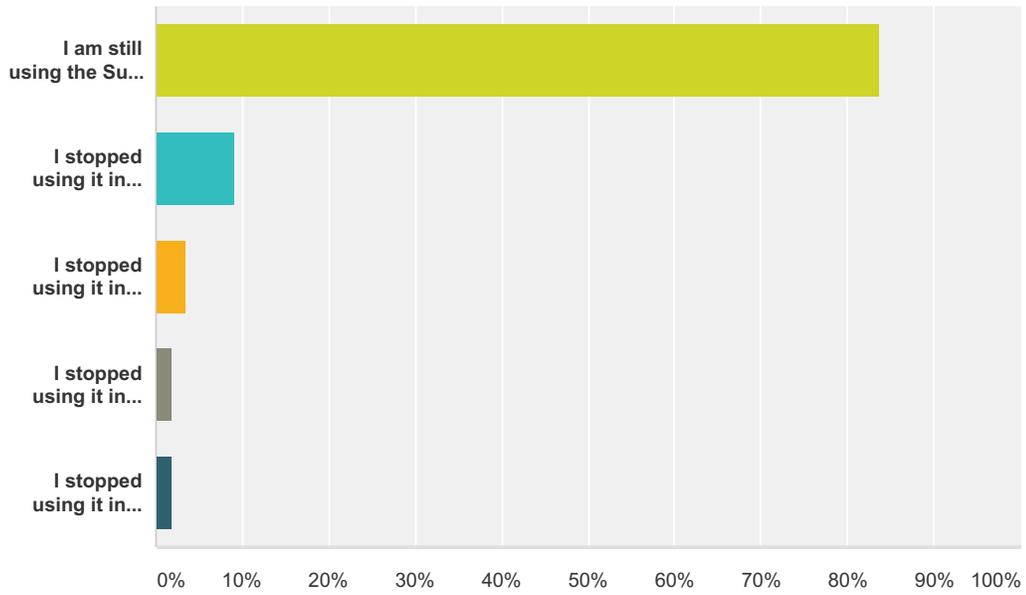
Love it!

This program is absolutely fabulous. Our waste stream is vastly diminished and we are mindful of adjusting our grocery purchases because we see what we throw out
It has been a great pleasure to participate! I am astonished by how my trash volume has decreased. I barely have one bag of trash a week now..
It is really awesome. I have never been a super green person and had never thought of composting myself but this pilot makes it so easy!!!
We are a family of 4 with two small children. After a week of composting and recycling we have two kitchen bags of garbage to collect for landfill. One of those is diapers which we will be giving up soon (hopefully). That means a family of four in Cambridge can really produce very little waste if the community provides great recycling and composting resources.
We love it
Thank you for doing this!
So glad to be in the pilot area.
Really hope that this will continue to be picked up. Otherwise, it won't spread
Please convince Somerville to join! How can I help get Somerville on board??
It's great! We love it.
So grateful for the program.
Really appreciate this program!!
Thank you! Might it be possible to have a second location --e.g., Sherman at DPW site, where you could have & we could pick up composted soil, a supply closer to this neighborhood.
Excellent program! It should expand to all of Cambridge, not just Monday pick up residents!
I like the program! Keep it up!
Great program - I love that you are expanding it. I hope it goes to the whole city - my friends on the other side of town are envious of us!
Welcome your emails.
See previous comments.
Great job, Evan et al.
thank you. impressive
Great program!
Please keep this program going. I love it!
Thanks for this service, it's been great.
Keep it up!
I love this program, because I hate wasting all that compostable material, but I don't have room on my tiny lot to do it.
Love it!!
We love it. Thank you!
Thanks again!
It's great. I love the program!
we love the program and are very grateful that it is continuing for now.
This is just AWESOME!
16 18% Bag/Bin Issues/Comments
The cornstarch bags are fairly expensive. I think that the price would need to come down for some people to want to participate
If we can compost some stuff in paper bags this information should be made known.
I wish the compost bags were provided by the city at a reduce prize
Small bags are really annoying.

	We have found it difficult to find the Biobags. Never at Shaws, or Whole Foods. Once found 1 box at Tags.
	Please allow for paper bags in the compost bins that had dry compost in them, or that contained fresh compost from Sunday.
	would it be possible to have two sizes of bags? Sometimes, when planning a large meal, with lots of veggies, we end up filling two bags. One larger bag would be better.
	I actually like the bigger bin. The small one was hard to manage, and there are times that the bigger one is filled. I was initially given the smallest bin available and requested the next size up.
	I had a terrible time finding replacement compost bags. The whole foods on River had no idea what we were looking for. They eventually found 3gal bags which are too big. They are impossible to buy online. I wish I could buy them online.
	Remind people of the discounts for the bags and where they can buy them (it'd be nice if they were available at more than just Tags or online.)
	The tip broke off of our compost can so it no longer latches shut. Something you might want to look into and see if it's been a problem for others before buying more.
	I would like some kind of tie for the bag so I could fit more in the bag
	the bags decompose too quickly.
	I find I have to double-bag the compost most of the time. The bio-bags are so thin that they sometimes start leaking, especially if I put something like a compostable utensil into the bag, and it pokes a hole in the bag.
	Green kitchen bins are a little flimsy. Maybe make a more durable product.
	Wish there were degradable twist ties that came with the bags
9 10%	Suggestions/Questions
	What is total cost of program and total pounds collected? I am likely to revert to backyard compost bin use unless an unbiased cost benefit analysis is provided.
	Would be great if we could purchase the soil that was made out of our compost. May not be practical though.
	Frequent disposal of scraps helps to avoid bad smells and leakage.
	Since we are moving, what should I do with the kitchen bin? Leave it for next occupant?
	I think the program could only work with people who are interested and sign up to participate. If it was mandatory, there would be a lot of noncompliance and the compost would be contaminated with plastic take-out containers and so on.
	I'll probably stop while it's hot out so I don't get fruit flies. And there's no way I can fit the bin into my frig or freezer.
	Somehow I missed some of the items that can be composted and will be putting them in my green bin from now on.
	We have a garbage disposal, but this has been useful particularly for paper towels, napkins, muffin wrappers -- things that can't be recycled and shouldn't go in the trash.
	I wish the quality of the compost available from the city was a little better quality now that it supposedly incorporates the food waste - still seemed like mostly yard waste compost; but still happy to collect something.

Q1 How long did you use the Sure Close kitchen container?

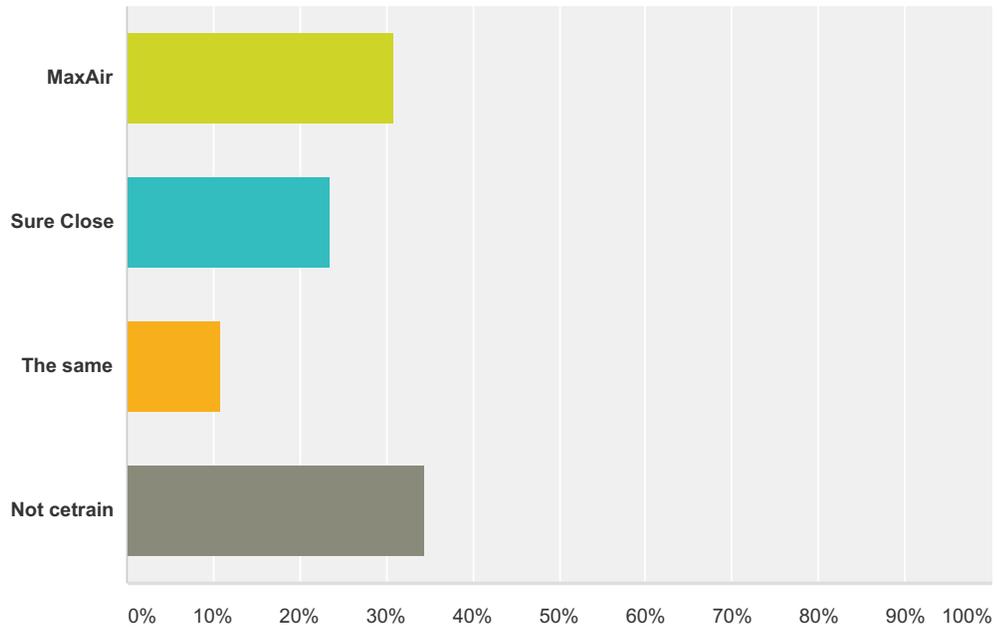
Answered: 55 Skipped: 0



Answer Choices	Responses
I am still using the Sure Close	83.64% 46
I stopped using it in January	9.09% 5
I stopped using it in February	3.64% 2
I stopped using it in March	1.82% 1
I stopped using it in April	1.82% 1
Total	55

Q2 With which kitchen collector did you notice less moisture?

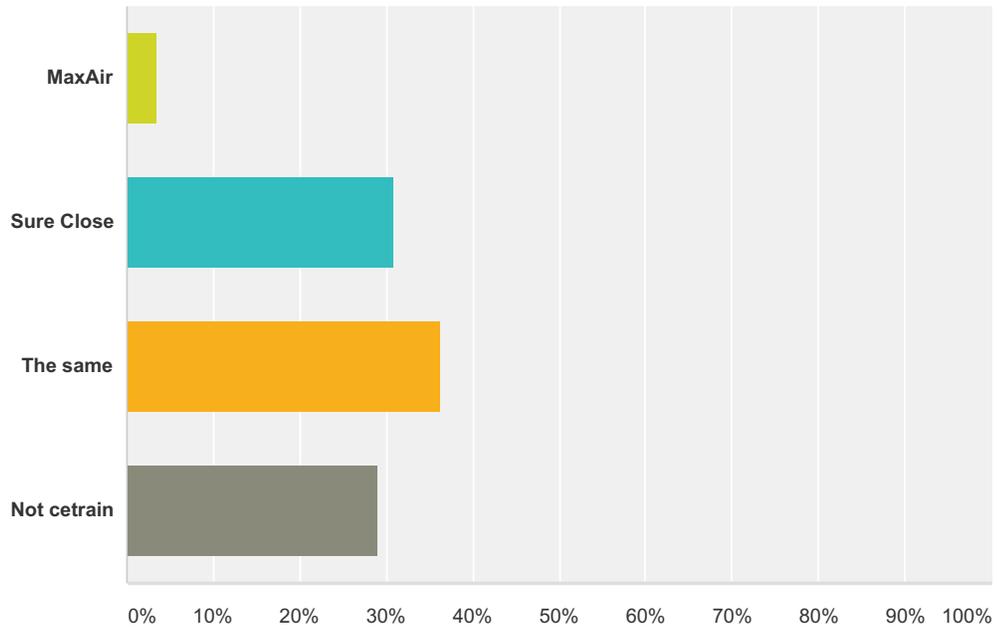
Answered: 55 Skipped: 0



Answer Choices	Responses	
MaxAir	30.91%	17
Sure Close	23.64%	13
The same	10.91%	6
Not cetrain	34.55%	19
Total		55

Q3 With which kitchen collector did you notice less odor?

Answered: 55 Skipped: 0

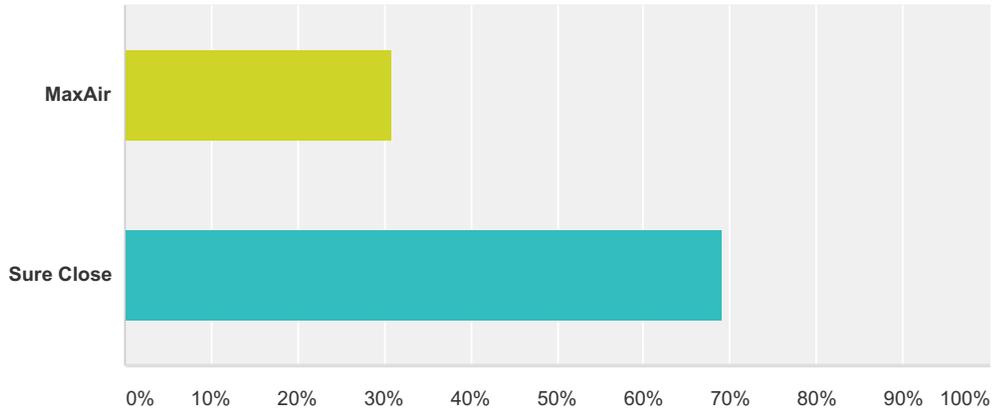


Answer Choices	Responses
MaxAir	3.64% 2
Sure Close	30.91% 17
The same	36.36% 20
Not cetrain	29.09% 16
Total	55

Sure Close & MaxAir Survey

Q4 Which kitchen collector do you prefer?

Answered: 55 Skipped: 0



Answer Choices	Responses	Count
MaxAir	30.91%	17
Sure Close	69.09%	38
Total		55

Q4 Which kitchen collector do you prefer? 54 responses

1. Small size, easy to use.
2. It's a close one - but I like the smaller footprint of the maxair and how easy it is to use with one hand.
3. With the MaxAir, I can see when the bag is getting full or if something is pushing through. With the Sure Close, b/c you can't see the bag I've had several bags rip either b/c something protruded or b/c I just overfilled the bag.
4. Not really sure-but had to put in an answer. Using the Sure Close means we use more bags b/c the bottom gets weaker faster from the increased moisture than the Max Air, but the way the lid can stay open is useful.
5. Moisture condensing in the Sure Close container was the problem that iced it for me. I would have switched back to our MaxAir sooner, but it was buried under snow until March.
6. More convenient to use. Vent hole just on top seems to be better.
7. more contained
8. stays open more easily without tipping over
9. I like the way the Sure Close stays closed and isn't as tippy (more stable) but it does collect moisture on the bottom. I also feel we really need to get to summer to compare. The biggest problem last summer was the amount of fruit flies, which was the greatest drawback to the whole kitchen composting as our kitchen is small and we have the composted right next to the sink and the fruit flies situation got seriously bad.
10. We had big ant problems with the Max Air. So far no critters have gotten into the Sure Close. I know I can keep this in the fridge or freezer, but i have no room.
11. Ease of use. We do not keep our collector on the counter so aesthetics are not a concern for us. It is under the sink. What we value about MaxAir is that it efficiently fits (rectangle design) under the sink and it easily opens.
12. My favorite thing about the sure close is that it is more contained. The holes on the maxair made it so my scraps frequently stuck out of the sides of the container, punching a hole in the bag and causing leakage (kale stems were the most frequent culprit). I didn't have this problem with the sureclose. The downside of the sureclose was that the lid wouldn't open all the way unless you use quite a bit of force. it was a minor annoyance to have it closing itself all them time when we were trying to load our scraps.
13. Just to be sure -- MaxAir is the original one we got when the program started, right? I like it because it takes up less space on the counter
14. We've had fewer bag breaks because of the more solid bottom of the Sure Close. Also, the bag holds open better.
15. Any leaks from the bag is contained inside the basket, which makes it easy to clean.
16. I have a cat and dog, and the opening on the side of max air were problematic. Animals kept on trying to get to it. Not a problem with sure close.
17. The lid is much better. I like how it stays up. I think the bags fit better in the Sure close as well. The Max Air lid always fell off.
18. Better ventilation with the max air, but the sure close is more sturdy.
19. I like not smelling the compost and it is easy to clean.
20. it seems sturdier and closes better. Bags seem to fit better.
21. We find the MaxAir has less moisture (due to the open sides) and the bags are easier to tie up when full, but the Sure Close feels sturdier and the bag is more protected from potential punctures while sitting on our kitchen counter. The only drawbacks we've noticed with the Sure Close are that it retains more moisture and the bags are easier to over-fill.
22. It seems sturdier. The locking lid is more likely to keep out pets and prevent accidents when it gets knocked to the floor. I like the hooks on the side that keep the bag open.
23. It is perfect. Odor is well contained, it does not hold moisture and ruin the bags, it is a good size, it is very well designed (lid stays up for counter use) and sturdy, handle is convenient, and fits nicely under the sink.
24. Better containment, less leakage, good sizing for the bag

25. Bag stays in place and less messy
26. I actually use both. My only objection to the MaxAir (that was the first one, right?) was that things often poked through the holes and tore the bag
27. I found it a bit more difficult to get the bag to stay put, but I do like the size of the Sure Close better.
28. no flies -- at least so far
29. I like that it's more substantial, solid. It's difficult to say whether it creates less odor, as I've only used it during cold/cool weather months so far.
30. It seems easier to place the new bag in and open and close.
31. larger, sturdier, easier to use
32. Much sturdier not leaky or smelly. Just looks more tidy.
33. It does not drip onto the counter and the bag is less likely to rip.
34. The Sure Close is a little sturdier
35. less moisture
36. We had mice in the house for a while, and they would eat holes in the composter bags through the vents in the MaxAir. The SureClose kept the mice out until we could catch them!
37. It fits on my refrigerator door.
38. It's easier to use and cleaner.
39. The shape is easier. The straight (not bowed) make it easy to simply put it against the counter and hand sweep onion skin, carrot tops, wandering pieces of garlic into the Max Air.
40. For most of the reasons above, it definitely seals better and there is less odor with the different style of tub.
41. Wide mouth makes it easier to empty plates, etc. Looks nice.
42. I prefer the lid of the MaxAir because it's very easy to quickly flip it open with the back of your hand while holding, for example, a knife in one hand, and a plate in another. In addition, the MaxAir gave me the impression of being more airy (although I didn't pay attention to smell).
43. Prettier. Less flimsy. No counter top leaks. Bag doesn't catch on frame of the container.
44. I like that the top stays open - it is great when I am cooking and I can peel carrots etc directly into the container. Not sure about the odor - I will have to see how it does over the summer. I think it was about the same over the winter.
45. It's really all about how well the bag fits. If the bag is too small for the container then we tended to fill it too full and it was hard to tie up and close later. We also hate it when the bag tears because we have to stretch it too far in order to get it to stay in the bag. Both containers were pretty similar in size, but the SureClose got slight bonus points for being either to put the bag on.
46. More substantial
47. Less opportunity for fruit flies
48. easier to use--the lid stays up.
49. Less smelly; more lightweight
50. more stable and contained
51. Less conspicuous/smaller footprint.
52. My needs are low-volume, so I need the bags to stay dry for longer. There was a significant difference between the number of days a bag would stay intact for me between the two collectors, with the MaxAir as the clear victor. I liked that the lid of the SureClose stayed up, and it seemed to have a larger volume space, allowing for better utilization of the bag... until they got too wet and broke.
53. Easy to use and clean. Top stays open during kitchen cleanup. Also rodent proof.
54. Less odor

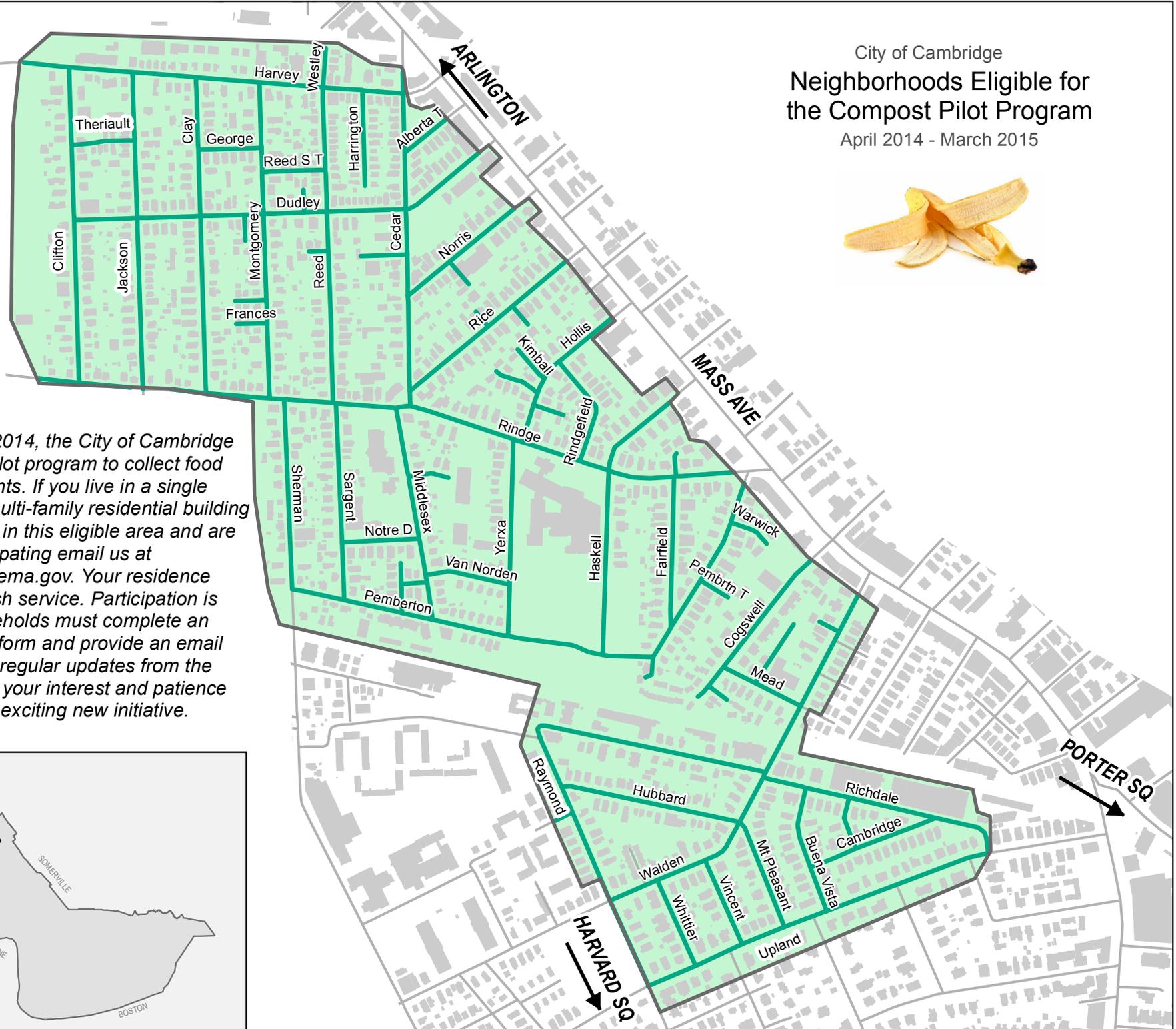
Sure Close & MaxAir Survey

Q5 Additional Feedback

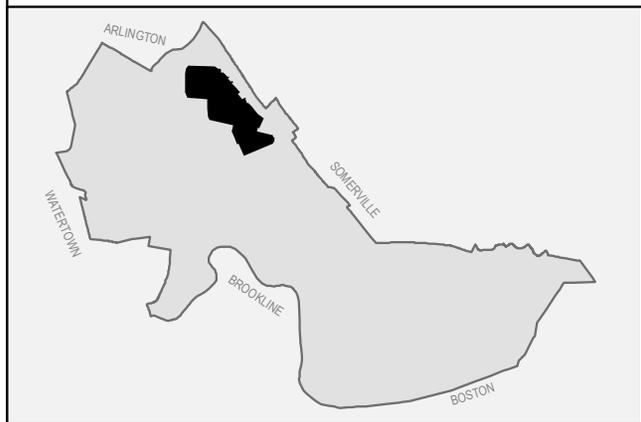
Answered: 21 Skipped: 34

#	Responses	Date
1	We didn't "really" use the Sure Close because the wife didn't like it. She liked the MaxAir because it was simple to use.	5/27/2015 10:32 AM
2	I would be happy with either bin.	5/20/2015 9:41 AM
3	The weather hasn't gotten really hot yet, so it's tough to compare if there is a difference w/the fruit flies between the two containers. I think that's an important bit of feedback, but one you can't really get until/unless you've used each of them in the summer months.	5/19/2015 12:37 PM
4	I just feel lucky that we have this program. I haven't tried using the Sure Close in the refrigerator yet-will put it there soon. Not sure if that will cut down on the moisture difference or not.	5/18/2015 10:30 PM
5	We liked the way the bags fit on Sure Close than MaxAir slightly better - tighter and more secure, but also more difficult to get on and off, so kind of a wash.	5/18/2015 4:37 PM
6	I wish the lid stayed open - not sure if it is defective since it was one of the features	5/18/2015 11:50 AM
7	Sure Close seemed to take up more space and the lid was more difficult to deal with.	5/18/2015 9:36 AM
8	The Sure Close could use more ventilation - the lid on the grid is very fine and there's no other openings. Also, the Sure Close is harder to quickly open to just toss something into than the Max Air; however, the locking lid of the Sure Close is probably better for people with inquisitive pets.	5/18/2015 1:21 AM
9	I wouldn't want to switch back to the Max Air. The Sure Close is a sturdier and more functional product.	5/15/2015 7:33 PM
10	We love this program and hope you extend it. This container solves the few issues we were having.	5/15/2015 1:23 PM
11	sadly, we are moving out of our home on June 15th. Do you want to collect our compost bucket and Sure Close or should we leave it for the new buyers?	5/15/2015 8:24 AM
12	If the MaxAir had a sturdier handle and slightly more protected sides, it would probably be our favorite, but thinking of potential widespread usage across the city, we think the Sure Close has the best chance of success.	5/15/2015 7:53 AM
13	We are thrilled with the composting program! Thank you for getting it going. We have had three missed pickups... I try to set the container in an obvious place, but it has gotten missed.	5/14/2015 9:12 PM
14	thanks!	5/14/2015 5:08 PM
15	I never started using the sure close. It would have taken up too much room in my refrigerator.	5/14/2015 4:56 PM
16	(1) My Sureclose requires two hands to get the cover to snap into the stay open position. This is awkward when you already have one hand full of compost. Is this a defect in the manufacture or a design issue? (2) You can never fill the bin to the top because the bags designed for this don't have any extra flaps to securely close the bag up. So I end up only being able to fill the bin about 1/3 to 1/2 full. I cross-tie the top of the bag, but it's not all that secure/leak proof.	5/14/2015 4:34 PM
17	Although I prefer the MaxAir overall, I wish the base of the MaxAir was heavier so it wouldn't be pushed back while opening the lid. I thought about hammering it down on a piece of scrap wood...	5/14/2015 4:33 PM
18	This is a fabulous program and I hope you roll it out to the whole city. My kids compost in school and it is natural for them to do it at home as well. Our trash has been reduced and friends who live in other neighborhoods are envious and can not wait for the program to roll out city wide!	5/14/2015 4:19 PM
19	However have stopped it for the summer and gone back to my xox kitchen container which is totally closed and doesn'tet flies in or out. It's a bit smaller but better in the summer	5/14/2015 3:39 PM
20	Since we didn't test it in the summer, I'm not sure if it's better in the heat.	5/14/2015 3:36 PM
21	For people who change out their bags every day or two, the SureClose is probably superior. For me, the MaxAir is hands down the winner. When I remembered in February that I could switch back to the MaxAir, I was pretty happy!	5/14/2015 3:20 PM

City of Cambridge
**Neighborhoods Eligible for
 the Compost Pilot Program**
 April 2014 - March 2015



Beginning in April 2014, the City of Cambridge will run a 1- year pilot program to collect food scraps from residents. If you live in a single family home or a multi-family residential building with up to 12 units, in this eligible area and are interested in participating email us at recycle@cambridgema.gov. Your residence must have City trash service. Participation is voluntary. All households must complete an acknowledgement form and provide an email address to receive regular updates from the City. Thank you for your interest and patience as we develop this exciting new initiative.



CITY OF CAMBRIDGE AND ROCKY HILL FARM

SPECIFICATIONS TO ACCEPT ORGANIC MATERIAL
FOR COMPOSTING AND MARKET THE FINISHED COMPOST

SCOPE OF SERVICES

Rocky Hill Farm (RHF) located at 34 Butterfield Road in Saugus MA agrees to accept organic material for composting from the City of Cambridge during a one-year collection pilot of food scraps. RHF is responsible for all aspects of the composting service including permitting, site maintenance and care, facility operation, purchase of any processing equipment, marketing and shipping of compost, disposal of any residue, maintenance of records and provision of such to the City upon request. The City understands that RHF has windrow and in-vessel composting operations to handle organic material. RHF will market the finished compost as a soil amendment to landscapers, farmers and homeowners. RHF agrees to notify the City if there are changes planned to the compost methods used.

Public Works will deliver loads to RHF on Mondays and several Tuesdays. RHF can accept loads Monday-Thursday from 7:00am-3pm and Friday 7:00am-2:30pm. On holiday weeks, collection is delayed one day, so collection and delivery to RHF will occur on a Tuesday. Holidays include New Year's, Martin Luther King's Birthday, President's Day, Patriot's Day, Memorial Day, July 4th, Labor Day, Columbus Day, Veteran's Day, Thanksgiving and Christmas. Delivery dates will be (underlined dates are holiday weeks):

2014

April	7, <u>15</u> , <u>22</u> , 28	July	7, 14, 21, 28	October	6, <u>14</u> , 20, 27
May	5, 12, 19, <u>27</u>	August	4, 11, 18, 25	November	3, 10, 17, 24
June	2, 9, 16, 23, 30	September	<u>2</u> , 8, 15, 22, 29	December	1, 8, 15, 22, 29

2015

January	5, 12, <u>20</u> , 26	February	2, 9, <u>17</u> , 23	March	2, 9, 16, 23, 30
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Below are the materials to be accepted for composting. Upon mutual agreement, the City and RHF may make changes to this list, as necessary.

Acceptable Food

- ✓ All vegetable & fruit scraps
- ✓ Meat scraps & bones
- ✓ Dairy products
- ✓ Seafood & shells
- ✓ Eggshells & nutshells
- ✓ Breads, cereal & pasta
- ✓ Cookies & candy
- ✓ Coffee grounds
- ✓ Even spoiled food

Acceptable Soiled Paper Products

- ✓ Used napkins, paper towels, & tissues
- ✓ Paper plates & paper bags
- ✓ Paper coffee cups & filters
- ✓ Tea bags
- ✓ Paper sugar packets
- ✓ Waxed paper
- ✓ Paper sandwich wrappers from sub shops
- ✓ Paper clamshell takeout containers (i.e. from Whole Foods)
- ✓ Chinese food takeout containers (remove handles)
- ✓ Paper cartons such as milk, juice or ice cream containers (to contain food scraps)
- ✓ Greasy pizza boxes

Other Acceptable Materials

- ✓ Compostable plastic bags and products certified by the US Composting Council
- ✓ Houseplants, flowers, & potting soil
- ✓ Wine corks & wooden coffee stirrers
- ✓ Wooden clementine boxes (remove plastic mesh)
- ✓ Human hair, pet fur, feathers, finger nails
- ✓ Pet food

✓ Cotton balls, cotton-tipped swabs with paper stem, & make-up pads

✓ Fireplace and barbeque ashes

✓ Shredded paper (OK, but recycling preferred)

Unacceptable Materials

× Plastic bags

× Expanded polystyrene ("Styrofoam")

× Human or pet waste

× Rigid plastic

× Grease or liquids

× Cigarette butts

× Metal & foil

× Diapers or baby wipes

× Dryer lint & dryer sheets

× Glass

× Yard Waste

Material handled as residue and not composted shall not exceed 5%. RHF understands that this is a pilot program and that the City will make every effort to minimize contamination. However, RHF will inform the City as soon as possible if loads have any contaminants. RHF will not terminate this agreement with the City given that both parties, in good faith, agree to continually work together to correct any problems that may arise.

To minimize contamination, the City will:

1. Require all households in participating buildings to sign an acknowledgement form to explain the program.
2. Provide all participating households with a kitchen collection bucket, compostable bags to line the kitchen bucket and a curbside collection container with a secure lid. Residents may also place food scraps in empty paper milk or ice-cream cartons or paper take-out containers.
3. Train the collection crew to spot bags that are non-compostable, an unusual shape, or light weight that may indicate unacceptable items or clearly not full of food scraps.

The City will recruit 500-800 households in single family homes and multi-family buildings with up to 12 units, to participate. All households will be located in the Monday collection neighborhood, in North Cambridge. Since RHF does not have a truck scale, the City will get each load weighed at Casella Recycling in Charlestown and provide this weight to RHF.

CONTRACT PERIOD

These services will be provided for one year from April 7, 2014 through March 30, 2015. The contract shall have an option to renew for a period of up to 1 year at the sole discretion of the City (through March 28, 2016). Prices must remain firm during the contract period. As this is a pilot, the City may select other compost processing facilities to also bring loads to.

QUANTITY

We estimate that, together, these households will generate about 2-3 tons per collection day, once per week. Quantities are estimates only, the City makes no guarantee

PRICING & BILLING

The City agrees to pay RHF \$55 per ton. Maximum contract value for year one is \$8,580, and \$15,000 for year two if the City decides to renew the contract. RHF agrees to submit a monthly invoice to the Department of Public Works, 147 Hampshire Street, Cambridge, MA 02139, which itemizes each delivery with date, time of day, ticket number, net weight, and cost for each load delivered to RHF.

The number of tons of organics upon which payment is made shall be determined by weighing each delivery vehicle on scales located at a licensed weighing station determined by the City and acceptable to RHF. The City will notify RHF of the weigher chosen, and if the City uses a different weigher at any time. A list of weighers the City anticipates using will be submitted to RHF at the commencement of this contract. RHF will have the opportunity to inspect the weigher facility if it chooses, and the City will accompany RHF on this inspection. Weighing facilities shall be located apart from the receiving building and on a separate structure in order to prevent interference with the accuracy of the weighing devices by reason of vibration, structural loads, etc.

The City will request that the weigher generate a weight ticket for each load delivered that shall indicate the following information: date, time of day, ticket number, truck number, gross, tare, net weight, signature of

sworn public weigher, and signature of truck driver. RHF will submit invoices based on these weights to be provided electronically in a mutually agreeable format.

RHF CERTIFIES THAT IT MEETS THE FOLLOWING QUALITY REQUIREMENTS:

1. Not in Bankruptcy.
2. Can provide, upon request, proof of financial solvency.
3. In compliance with all applicable federal, state and local laws and regulations that govern the collection, processing, composting and marketing of food scraps and other organic material.
4. Is responsible for the satisfactory performance and adequate oversight of its subcontractors.

RHF has provided a copy of all state, local and other licenses to operate its composting facility, which are attached to this document.

DATABASE SCREENSHOTS

FILE **HOME** CREATE EXTERNAL DATA DATABASE TOOLS

View Views Filter Sort & Filter Records Find Text Formatting

Cut Copy Paste Format Painter Ascending Descending Remove Sort Selection Advanced Toggle Filter New Save Delete Refresh All Totals Spelling More Replace Go To Select

Navigation Pane Switchboard



Organic Collection Database

- Crew-Route Data Entry Form
- Crew-Route Datasheet
- Monitoring Data - Step 1 - Create Blank Records (Warning: Only use when entering a new pickup date. Otherwise skip to Step 2)
- Monitoring Data - Step 2 - Open Form
- Weekly Data Collection Report
- "Not Out" Query
- Buildings Monitored On A Given Week

Views Themes Controls Header / Footer Tools

ab| Aa XXXX [Icons] Insert Image [Icons] Logo Title Date and Time Add Existing Property Fields Property Sheet

Crew-Route Observational Data

Date: 3/23/2015

Driver: Travers, Steve

Truck Number: 35

Start Time: 7:10 AM

Thrower: Jamie

Route End Time: 11:05 AM

Data Person: Hoffman, Everett

Weather Route Issues Observations Time and Weights Resident Comments Notes

Sunny Rainy Snowy

Temperature:

Below 32 61-70

32-40 71-80

41-50 81-90

51-60 Above 90

Temperature and Weather Notes:

[Empty text area for notes]

Views Themes Controls Header / Footer Tools

ab| Aa XXXX

Insert Image

Logo Title Date and Time Add Existing Fields Property Sheet

Crew-Route Observational Data

Date: 7/7/2014 Driver: Travers, Steve Truck Number: 35

Start Time: 7:10 AM Thrower: Gary

Route End Time: 11:10 AM Data Person: Hoffman, Everett

- Weather
- Route Issues
- Observations
- Time and Weights
- Resident Comments
- Notes

Truck Issues:

Highway Performance Issues:

Route issues in Cambridge:
Got stuck behind an ambulance on Rice for 10 minutes

Route issues to/from Saugus:

Navigation Pane

Views Themes Controls Header / Footer Tools

View Themes Colors Fonts

abl Aa XXXX

Insert Image

Logo Title Date and Time

Add Existing Fields Property Sheet

Crew-Route Observational Data

Date: 9/2/2014

Driver: Travers, Steve

Truck Number: 35

Start Time: 7:15 AM

Thrower: Jahi

Route End Time: 11:50 AM

Data Person: Hoffman, Everett

Weather Route Issues Observations Time and Weights Resident Comments Notes

Start-End Time Notes: First stop: 7:25

Staff Observations: moving slow, hot out

Picture of load:



Views



Themes

Colors

Fonts



Controls



Insert Image

Logo

Title

Date and Time

Header / Footer



Add Existing Fields



Property Sheet

Tools

Switchboard Crew-Route Observational Data

Crew-Route Observational Data

Date: 9/8/2014

Driver: Travers, Steve

Truck Number: 35

Start Time: 7:15 AM

Thrower: Eddie

Route End Time: 11:20 AM

Data Person: Hoffman, Everett

Weather Route Issues Observations Time and Weights Resident Comments Notes

Time

Weigh In Time: 12:10:00 PM

Weigh Out Time: 12:50:00 PM

Back at the DPW: 1:20:00 AM

Weights

Weigh in at Scale: 30720

Weigh out at Scale: 27360

Truck Weight - Net: 3360

Truck Weight - Gross:

Navigation Pane

Views Themes Controls Header / Footer Tools

ab| Aa XXXX

Logo Title Date and Time

Add Existing Fields Property Sheet

Switchboard Crew-Route Observational Data

Crew-Route Observational Data

Date: 5/27/2014

Driver: Travers, Steve

Truck Number: 35

Start Time: 7:05 AM

Thrower: Mike Hanley

Route End Time: 11:40 AM

Data Person: Hoffman, Everett

Weather Route Issues Observations Time and Weights Resident Comments Notes

Navigation Pane

Resident Comments:

Spoeck with a lady on Cambridge Terrace, a participant. She hoped that the program would go city wide. I encouraged her to fill out her survey.

DESIGN ARRANGE FORMAT

Views Themes Controls Header / Footer Tools

Insert Image

Logo Title Date and Time Add Existing Fields Property Sheet

Crew-Route Observational Data

Date: Driver: Truck Number:

Start Time: Thrower:

Route End Time: Data Person:

- Weather
- Route Issues
- Observations
- Time and Weights
- Resident Comments
- Notes

Feedback about last week:

Notes on upcoming holidays:

Navigation Pane

FILE HOME CREATE EXTERNAL DATA DATABASE TOOLS

View Paste Cut Copy Format Painter Filter Ascending Descending Remove Sort Selection Advanced Toggle Filter Refresh All Save Delete More New Totals Spelling Replace Go To Select Find Text Formatting

Switchboard Crew-Route Observational Data Monitoring Data Entry Form

Monitoring data Find Street Find Bin Open Filter/Sort Filter On/Off

Day: Bin:

<input checked="" type="checkbox"/>	30-Mar-15	95	<input checked="" type="checkbox"/>	OUT	73-75	Upland Road	CONTAMINATION	50% FILL LEVEL	<input type="checkbox"/>	RIPPED BAGS	<input type="checkbox"/>	LOOSE FOOD	WEIGHT	FILL LEVEL NOTES
<input type="checkbox"/>	30-Mar-15	95	<input type="checkbox"/>	OUT	73-75	Upland Road	CONTAMINATION	FILL LEVEL	<input type="checkbox"/>	RIPPED BAGS	<input type="checkbox"/>	LOOSE FOOD	WEIGHT	FILL LEVEL NOTES
<input type="checkbox"/>	30-Mar-15	97	<input type="checkbox"/>	OUT	79	Upland Road	CONTAMINATION	FILL LEVEL	<input type="checkbox"/>	RIPPED BAGS	<input type="checkbox"/>	LOOSE FOOD	WEIGHT	FILL LEVEL NOTES
<input type="checkbox"/>	30-Mar-15	97	<input checked="" type="checkbox"/>	OUT	79	Upland Road	CONTAMINATION	25% FILL LEVEL	<input type="checkbox"/>	RIPPED BAGS	<input type="checkbox"/>	LOOSE FOOD	WEIGHT	FILL LEVEL NOTES

FILE HOME CREATE EXTERNAL DATA DATABASE TOOLS

View Paste Copy Format Painter Filter Ascending Descending Remove Sort Selection Advanced Toggle Filter Refresh All New Save Delete More Totals Spelling Find Replace Go To Select

Views Clipboard Sort & Filter Records Find Text Formatting

Day	Assigned Bin #	StreetNumb	StreetName	Building Typ	Contaminatio	Fill Level	Ripped Bags	Loose Food	Total HHs	Participating HHs
3/30/2015	282	67	Dudley Street	Single Family H		75%	<input type="checkbox"/>	<input type="checkbox"/>	1	1
3/30/2015	314	20	Rindgefield Street	Apartment Bui		75%	<input type="checkbox"/>	<input type="checkbox"/>	2	2
3/30/2015	376	61	Clay Street	Single Family H		75%	<input type="checkbox"/>	<input type="checkbox"/>	1	1
3/30/2015	439	135	Richdale Avenue	Condominium		75%	<input type="checkbox"/>	<input type="checkbox"/>	11	8
3/30/2015	449	203	Pemberton Street	Condominium		75%	<input type="checkbox"/>	<input type="checkbox"/>	7	5
3/30/2015		14	Van Norden Street	Single Family H		50%	<input type="checkbox"/>	<input type="checkbox"/>	1	1
3/30/2015		23-25	Haskell Street	Apartment Bui		50%	<input type="checkbox"/>	<input type="checkbox"/>	2	2
3/30/2015		79	Pemberton Street	Apartment Bui		50%	<input type="checkbox"/>	<input type="checkbox"/>	3	1
3/30/2015	21	109	Jackson Street	Apartment Bui		50%	<input type="checkbox"/>	<input type="checkbox"/>	2	2
3/30/2015	94	51-53	Rice Street	Apartment Bui		50%	<input type="checkbox"/>	<input type="checkbox"/>	3	1
3/30/2015	95	73-75	Upland Road	Apartment Bui		50%	<input type="checkbox"/>	<input type="checkbox"/>	2	2
3/30/2015	101	42	Sargent Street	Condominium		50%	<input type="checkbox"/>	<input type="checkbox"/>	2	2
3/30/2015	138	24-26	Fairfield Street	Apartment Bui		50%	<input type="checkbox"/>	<input type="checkbox"/>	2	2
3/30/2015	171	148-150	Raymond Street	Condominium		50%	<input type="checkbox"/>	<input type="checkbox"/>	2	1
3/30/2015	240	31-33	Cambridge Terrace	Apartment Bui		50%	<input type="checkbox"/>	<input type="checkbox"/>	2	1
3/30/2015	241	38-40	Pemberton Street	Apartment Bui		50%	<input type="checkbox"/>	<input type="checkbox"/>	2	1
3/30/2015	247	40-42	Haskell Street	Apartment Bui		50%	<input type="checkbox"/>	<input type="checkbox"/>	2	2
3/30/2015	257	35	Rice Street	Single Family H		50%	<input type="checkbox"/>	<input type="checkbox"/>	1	1
3/30/2015	262	23	Norris Street	Single Family H		50%	<input type="checkbox"/>	<input type="checkbox"/>	1	1
3/30/2015	264	35	Norris Street	Apartment Bui		50%	<input type="checkbox"/>	<input type="checkbox"/>	2	2
3/30/2015	267	20	Norris Street	Condominium		50%	<input type="checkbox"/>	<input type="checkbox"/>	2	2
3/30/2015	285	48-50	Norris Street	Condominium		50%	<input type="checkbox"/>	<input type="checkbox"/>	2	2
3/30/2015	303	3	Hollis Park	Apartment Bui		50%	<input type="checkbox"/>	<input type="checkbox"/>	2	1
3/30/2015	304	95	Dudley Street	Single Family H		50%	<input type="checkbox"/>	<input type="checkbox"/>	1	1
560						5	147	0	0	

Record: 1 of 560 Unfiltered Search

FILE HOME CREATE EXTERNAL DATA DATABASE TOOLS

View Paste Copy Format Painter Filter Ascending Descending Remove Sort Selection Advanced Toggle Filter Refresh All New Save Delete Records Totals Spelling More Find Replace Go To Select Text Formatting

Switchboard Not Outs Query Monitoring Data Weekly Report

Organics Monitoring Data

Day By Day	Bin Out	Participating HHs	Set Outs	Collected Weight (lbs)
3/30/2015	<input type="checkbox"/>	730	484	
3/30/2015	<input checked="" type="checkbox"/>	542	340	
Totals		1272	824	

Navigation Pane

Wednesday, July 01, 2015

Page 1 of 1

FILE HOME CREATE EXTERNAL DATA DATABASE TOOLS

View Views Filter Sort & Filter Records Find Window Text

Cut Copy Paste Format Painter Ascending Descending Remove Sort Selection Advanced Toggle Filter Refresh All New Save Delete More Totals Spelling More Replace Go To Select Size to Fit Form Windows Switch Windows

Recycling Toter Database MapID: ML Last Contact Last Monitore BuildingType

Street Name Street Number:

Address Units Compost Units

Alternative Address Status

Building Name # LgToters

Set Out Location # Sm Toters:

Language: # Bins

Brochures Trash Day

Posters TrashService

TranslatedFlyers Trash Confirmed

GettingAssistance Different Pick-up Day

Rear Loader Route RecyclingService

Elevator Trash Chute Being Monitored Individual Setouts

Compost Refused Toters Cannot Fit More Toters Recycling in Trash Room

Organics Pilot

12 Gal Compost Toters 12 Gal Toter IDs

21 Gal Compost Toters 21 Gal Toter IDs

Maintenance Contact Cell Phone

Mgt Company Mgt Name

Address Mgt Phone

City State Zip Fax

Email Web

Management Email

Navigation Pane

Building Added SSR Russell Deliver DPW Deliver **Residents**

MapID	StreetNumber	ADDRESS	MEMO	DateofReque	RequestedBy	Phone#	Small
*							

FILE HOME CREATE EXTERNAL DATA DATABASE TOOLS

View Paste Cut Copy Format Painter Filter Ascending Descending Remove Sort Selection Advanced Toggle Filter Refresh All New Save Delete More Totals Spelling Find

Views Clipboard Sort & Filter Records Find

Residents

Navigation Pane

Date: [View All Contacts](#)

Contact Name:

Unit Number:

Email:

Phone:

Acknowledgement Form: Participant:

Acknowledgement Form: Opt-Out:

Interested in Volunteering:

Language Spoken:

Go to Previous Contact Add New Contact Move to Next Contact Save Record

Number of Contacts in Building

Record: 1 of 1 Filtered Search

EXCEL SPREADSHEET – MASTER ROUTE DATA FILE

Master Route Data - Excel

FILE HOME INSERT PAGE LAYOUT FORMULAS DATA REVIEW VIEW

Clipboard Font Alignment Number Styles Cells Editing

D6

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
1	City of Cambridge Organics Curbside Pilot		April-14				May-14				June				July						
2	Master Route Data	AVG	4/7	4/14	4/22	4/28	5/5	5/12	5/19	5/27	6/2	6/9	6/16	6/23	6/30	7/7	7/14	7/21	7/28	8/4	8/11
6																					
7	# Households Set out	508	502	487	466	505	487	493	498	489	501	504	500	505	499	497	505	499	522	495	495
8	Total Participating Households		554	556	556	556	556	556	556	556	555	555	555	571	571	570	573	573	573	580	580
9	Lbs/HH/Week	6.62	6.77	6.32	7.34	5.98	6.24	6.57	6.83	7.61	6.19	6.79	6.60	6.46	6.05	6.32	6.10	6.54	6.54	6.54	6.54
10	Household Setout Rate (%)	85%	91%	88%	84%	91%	88%	89%	90%	88%	90%	91%	90%	88%	87%	87%	88%	87%	91%	85%	85%
11																					
12	Total Buildings		364	364	364	364	364	364	364	364	363	363	363	377	377	375	377	377	377	384	384
13	Total Setouts	325	323	315	301	323	315	314	319	310	318	322	320	327	319	316	324	317	331	321	321
14	Non-Set Outs	67	41	49	63	41	49	50	45	54	45	41	43	50	58	59	53	60	46	63	63
15	Building Set Out Rate (%)	83%	89%	87%	83%	89%	87%	86%	88%	85%	88%	89%	88%	87%	85%	84%	86%	84%	88%	84%	77%
16																					
17	HH Participating in 2-3 Unit Buildings		72%					357/503				351/501			370/528	366/518				367/520	
18	HH Participating in 4+ Unit Buildings		54%					60/114				61/118			62/124	62/124				64/136	
19																					
20	Total Buildings Monitored									191	108	108	63	72	89	34	109	98	39	63	63
21	Observed Contaminants									1	3	2	3	1	2	2	1	1	2	0	0
22																					
23	Start Time (from DPW)	7:16 AM	7:30 AM	7:10	7:15:00 AM	7:20	7:20	7:05	7:15	7:05	7:10	7:25	7:20	7:25	7:25 AM	7:10 AM	7:05 AM	7:10	7:20	7:25 AM	7:10
24	End Time (last stop)	11:32 AM	11:45 AM	11:20	11:15	10:50	10:40	11:05	11:05	11:40	11:05	11:45	11:30	11:45	11:20	11:10 AM	11:10 AM	11:10	11:35 AM	10:55	11:30
25	Route Time (DPW to last stop)	4:15:38	4:15:00	4:10:00	4:00:00	3:30:00	3:20:00	4:00:00	3:50:00	4:35:00	3:55:00	4:20:00	4:10:00	4:20:00	3:55:00	4:00:00	4:05:00	4:00:00	4:15:00	3:30:00	4:20
26	Route Time (minutes)	256	255	250	240	210	200	240	230	275	235	260	260	260	235	240	245	240	265	210	210
27	Time Per Stop (seconds)	47	47	48	48	39	38	46	43	53	44	48	49	48	44	46	45	45	48	39	39
28	Break		0	0	30	30	30	30	30	30	30	30	45	15	30	30	30	15	30	10	10
29	Return Time		1:30:00 PM	13:30	13:10	13:10	12:50	13:30	13:25	13:25	13:40	13:45	13:45	13:20	13:20	13:30	13:30	12:40	1:25 PM	12:30 PM	12:50
30	Total Time (from DPW and back)	6:04	6:00	6:20	5:55	5:50	5:30	6:25	6:10	6:20	6:15	6:15	6:25	6:20	5:55	6:10	6:25	5:30	6:05	5:05	5:05
31	Driver		Steve T	Steve T	Steve T	Steve T	Steve T	Steve T	Steve T	Steve T	Steve T	Steve T	Steve T	Steve T	Steve T	Steve T	Steve T	Steve T	Steve T	Steve T	Steve T
32	Thrower		Crews	Steve A	Joe	Joe	Fredo	Kevin A	Steve A	Mike H	Kevin A	Jahi	Steve A	Steve A	Steve A	Gary	Steve A	Kevin A	Jahi	Jem	Evan

Sheet1 Sheet2 Sheet3

READY SCROLL LOCK 85%