

PITTSFORD FOOD SCRAPS PILOT FINDINGS REPORT



Plan Prepared for



Monroe County
Department of Environmental Services
7100 City Place
50 West Main Street
Rochester, New York 14614



Town of Pittsford
11 South Main Street
Pittsford, New York 14534

Plan Prepared by

Barton
& **Loguidice**

11 Centre Park, Suite 203
Rochester, NY 14614
info@bartonandloguidice.com
585-325-7190

This program has been partially funded through a New York State Department of Environmental Conservation Municipal Food Scraps Recycling Initiatives grant.

CONTENTS

Purpose	4
Pre-Program Development	4
Program Development.....	6
Public Outreach and Education.....	7
Budget.....	8
Program Implementation and Schedule	8
Lessons Learned	9
<i>Outreach and Education:</i>	<i>9</i>
<i>Feedback and Data:</i>	<i>10</i>
<i>Operations:.....</i>	<i>10</i>
Results.....	11
Environmental Benefits	15
Next Steps.....	16
Appendices.....	17
<i>Appendix A - Survey Cards</i>	
<i>Appendix B - Flyer</i>	
<i>Appendix C - How Are We Doing Survey</i>	

PURPOSE

The recovery of organics, principally food scraps, is a priority for recycling initiatives in New York State (NYS), and has been adopted in an increasing number of regions across the State.

The NYS Food Donation and Food Scraps Recycling Law enacted in 2019 and the Monroe County Climate Action Plan are both indicators of the increasing emphasis on the need for organics management programs at the local level.

The following lists the primary goals of the pilot food scraps collection program:

- Divert food waste from landfill disposal
- Develop a working model for residential food scraps collection with a County/municipal partnership that can be easily replicated
- Provide proof of concept and identify solutions for implementing food waste diversion programs
- Collect data to be used in development of the Monroe County Organics Management Plan

PRE-PROGRAM DEVELOPMENT

In accordance with the County's Local Solid Waste Management Plan Program Strategy #7 (Organics Diversion Programs), the County initiated discussions with several municipalities to explore a partnership to fund and implement a pilot food scraps collection program.



Concurrently, the County applied for and received a Municipal Food Scraps Recycling grant from the NYS Department of Environmental Conservation (NYSDEC) to fund a pilot program. Ultimately, the Town of Pittsford agreed to enter into an Intermunicipal Agreement (IMA) with the County.

The Town of Pittsford has several characteristics that would benefit the pilot program including:

- existing yard waste collection program
- environmental initiatives/awareness
- existing food scraps collection in Spiegel Pittsford Community Center
- greater population density

The IMA specified roles and responsibilities for each entity, including the following:



County Roles and Responsibilities

Purchase of the collection bins

Development of bin labeling and signage

Development of educational materials

Contract for hauling services

Administrative support

Town Roles and Responsibilities

Advertisement of the pilot program

Organization of resident registration in the program

Distribution of the collection bins

Provide drop-off location on Town property

Administrative support

Upon execution of the IMA, the Town of Pittsford and Monroe County entered into a year-long collaboration to support organics recycling.

PROGRAM DEVELOPMENT

Monroe County partnered with the Town of Pittsford to set-up and operate a food scraps drop-off location for a one- year pilot, open to a limited number of residents initially. Initially a sample size of 250 participants was recommended to allow the County to observe the effectiveness of the program and determine potential improvements using a comparatively low financial investment. Later in planning, the number of allowed participants was expanded to 500 residents.

Both a 5-gallon food scraps collection bucket and smaller countertop collection bins were considered for distribution to program participants. Ultimately, it was decided that participants would receive one 5-gallon bucket for collection. Participants who wanted a countertop bin in addition to the 5-gallon bucket could purchase their own.

Having a fenced off, locked, or staffed drop-off was considered. However, to minimize operational expense, it was determined that these options would not be implemented. It was intended that the results of the pilot program would help determine if such measures would be necessary in an ongoing program.

Although two drop-off locations would be convenient for participants, it was decided to begin with one drop-off location, and potentially expand the program to two drop-off locations after the Planned 12-month pilot period. A few primary options were considered for the location of the drop-off, including farmer's markets, Monroe County

parks, and Town Pittsford parks. Due to the potential for odor issues and misuse of the drop-off carts as trash bins, it was decided that the drop-off location should not be in a frequented public area. In the end, the Town of Pittsford Dog Park was selected as the drop-off location because it had dedicated park staff and enough space to accommodate extra traffic and parking.

The County released a Request for Quote in May 2023, seeking a qualified organics hauler to take food scraps to an authorized organics recycling facility. As a result, the County contracted with Natural Upcycling as the hauler for the pilot. The intent of the pilot was primarily to assess the drop off and collection process vs. the food scraps management method (i.e, aerobic composting, anaerobic digestion).

Natural Upcycling hauls the collected food scraps to Noblehurst Farms in Linwood, New York, where it is co-digested with cow manure.

To comprehensively assess program success, the County needed both qualitative and quantitative feedback from program participants. Participants were asked to complete an online survey during each drop-off, using a



QR code on signage at the drop-off site. The survey recorded participant information including name and email, date of drop off, amount of materials in the bucket, and any feedback. Print-outs of the survey (See Appendix A) were stored in a mailbox at the drop-off site to allow participants without internet access to provide their feedback.

To effectively manage this project, a working group was formed, including members from Monroe County DES, the Town of Pittsford, and Barton & Loguidice. The group met twice a month for the first six months, and once a month for the following months. A project dashboard was used to track progress of the program and data analysis.

PUBLIC OUTREACH AND EDUCATION

Public education and outreach was crucial to a successful pilot program, and aimed to inform residents about program details, expectations, and available support resources. The Town led the pilot program sign up process and promoted it through a press release and an article in Town Supervisor's newsletter. After registering for the program, participants received an email with dates and expectations. Participants were required to pick up a collection bucket at the Town Hall, allowing for another education opportunity.

Every food scraps collection bin was distributed with a flyer (See Appendix B) that included items such as:

- When, where, and how do I drop off my food waste?

- What goes in the food waste container?
- What does not go in the food waste container?
- FAQs

For the first week of the pilot program (September 18th – 23rd, 2023), County staff were present at the drop-off site to educate participants on proper use of the site, presenting outreach and feedback opportunity. The demand for public education and outreach was greatest prior to and during roll-out of the program, and the County contributed to public education during these stages. Town staff provided education and guidelines to participants when they visited Town offices to pick up the buckets at the start of the program.

Once the program had been established, the public education demand decreased, allowing for the Town to handle any necessary education and outreach during the remaining months of the pilot program.

While the pilot program was scheduled to end in September 2024, the County extended the program an additional three months through the end of 2024, to allow time for a seamless end to the program. The County generated a statement about the end of the program to ensure consistent messaging, but gave the Town the opportunity to notify participants of the end of the program themselves via email.

BUDGET

Costs associated with the pilot program include start-up expenses such as collection bins and staff hours for education and outreach, and operational expenses such as hauler services. The following summarizes the cost estimates initially budgeted and actual expenses for the first year of the program:

<u>Start-up Expenses</u> 5 Gallon Lidded Bucket Education and Outreach	<u>Budgeted</u> \$5,870 80 staff hours	<u>Actual</u> \$6,941 34 staff hours
<u>Annual Operational Expenses</u> Hauler Services Administration	<u>Budgeted</u> \$13,800* 16 staff hours	<u>Actual</u> \$15,118 100 staff hours

* Based on \$18 per 64 gallon bucket collected, a 5% environmental fee, and an 8.5% fuel surcharge. An additional \$2,870 of hauling expenses were incurred during the three month program extension.

PROGRAM IMPLEMENTATION AND SCHEDULE

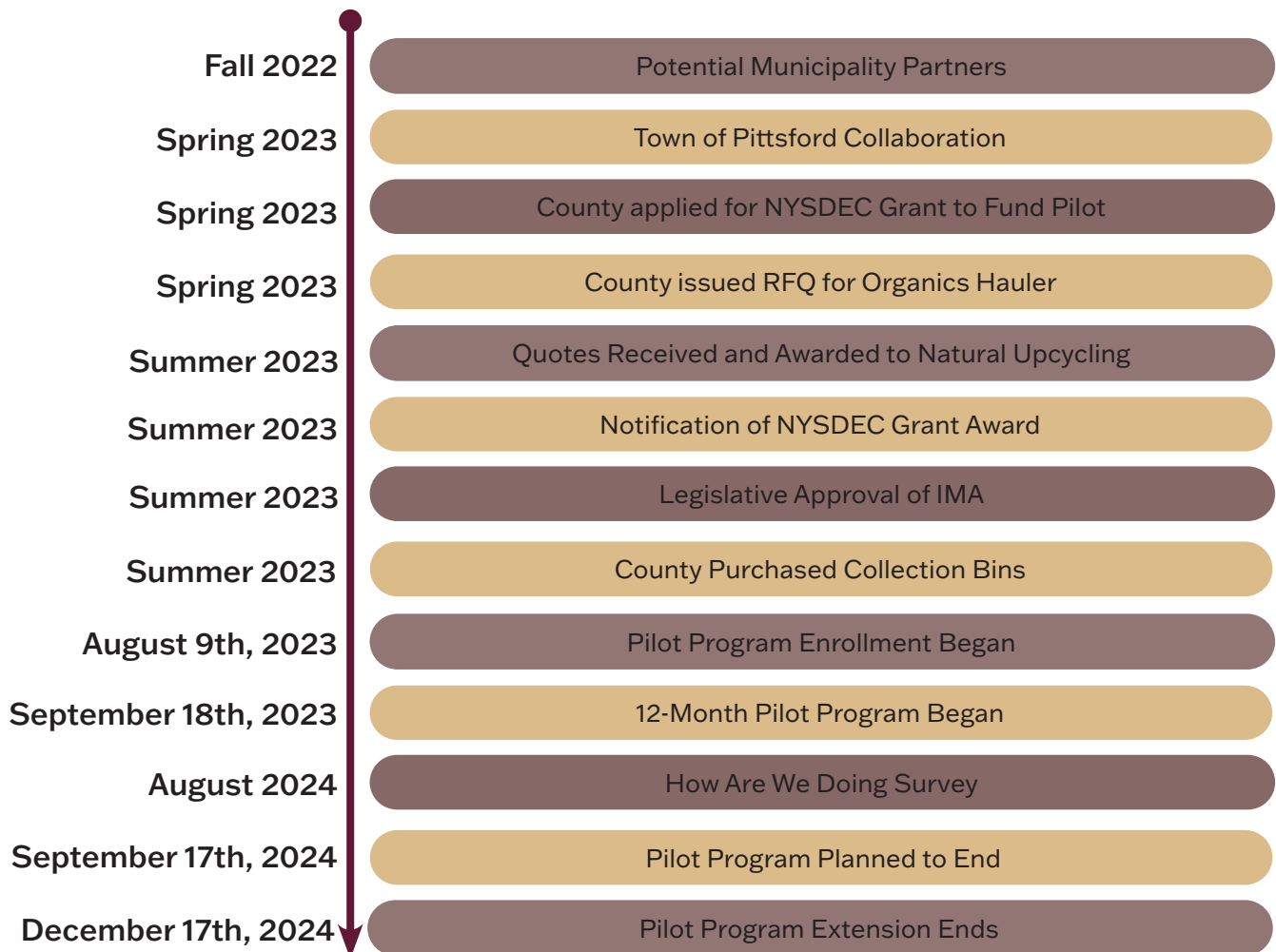
The pilot program was set to run for twelve months, with opportunities for expansion and renewal, as the conclusion approached in September 2024. The information gathered by the QR code survey was used to develop

summary reports. Initially, weekly summary reports detailing drop-off site usage, quantity of food scraps recovered, and resident feedback were provided to the County and the Town. Approximately six months into the pilot program, it was determined that monthly reports of these metrics would suffice.

While the pilot program was scheduled to end in September 2024, the County extended the program an additional three months through the end of 2024, to allow time for a seamless end to the program.



Timeline



LESSONS LEARNED

Key insights from the pilot program included the importance of clear communication, efficient logistical planning, and addressing resident concerns such as bucket cleaning and replacements. The following are specific lessons learned tracked by the County:

Outreach and Education:



1. A designated page on the county's and town's website helped reach residents about the program.
2. Participants needed to be informed that yard waste is not part of the program and educated on existing yard waste options available to them.
3. Developing an FAQ sheet and including it on the County's and Town's websites minimized the staff time demand for educating participants.
4. A plan on how to communicate with interested non-town residents should be established.

Feedback and Data:



1. Using the QR code survey for each drop-off and Natural Upcycling weight is a suitable method for tracking diverted quantities.
2. The QR code survey is an excellent way to hear feedback directly from the users.
3. All complaints received and how they were resolved should be tracked.
4. Residents get tired of the survey, so keeping them engaged is essential because their information is needed.
5. Residents' biggest complaints are not having a way to clean their buckets (scraper, hose) at the drop-off location or being unable to swap them for a clean one each time they drop off materials.

Operations:



1. A protocol should be established to handle residents enrolled in the program, but no longer interested.
2. As volumes of organics generated will fluctuate seasonally, there needs to be a sensible way to modify the number of carts accordingly.
3. A large quantity of pumpkins should be expected in November; it would be prudent to get a roll-off for these during that month to avoid overfilling the carts.
4. Pizza boxes and soiled paper products are considered "contamination" by Noblehurst Farms and should not be included on the list of acceptable materials if this is the facility used.
5. Having the Town lead the sign up process, bucket distribution, and communication with the residents is effective.
6. Providing buckets to participants is a significant logistical undertaking and opens up the County/Town to complaints about the buckets and requests for replacement.
7. Extended bucket pick up hours outside of normal working hours would increase participation.

RESULTS

Table 1 summarizes the data collected from the Town of Pittsford Food Scraps Collection Pilot Program from the start date of September 10th, 2023 until the end of December 2024.

Table1: **Survey Data Summary**

6,266	Total number of recorded drop-off site uses
469	Total number of individual users
127,795	Estimated pounds of food scraps dropped off
60.5%	Percent of buckets dropped off that were completely full (3,792 drop-offs)
21.6%	Percent of buckets dropped off that were three-quarters (3/4) full (1,355 drop-offs)
13.4%	Percent of buckets dropped off that were half (1/2) full (842 drop-offs)
4.4%	Percent of buckets dropped off that were one-quarter (1/4) full (277 drop-offs)
15.1%	Percent of recorded drop-offs represented by top 20 users
37	Most drop-offs on a single day (Saturday 11/4/23)

Some frequently recorded comments in the QR code survey include the following:

- Praise for offering this program to the public.
- Praise for providing opportunity to divert waste from landfills.
- Request for the program to become permanent.
- Praise for the service and opportunity to better the environment.
- Request for a food bucket cleaning station near the drop-off area.

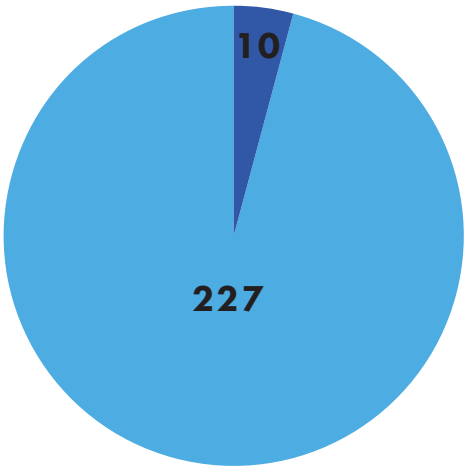
- Request for clarification about what is eligible for composting (ex. brown paper bags, ice cream containers, shredded paper, pizza boxes)
- Suggestion of including a bucket-swap option.
- Notes regarding odor coming from the drop-off station.
- Notes of collection bins at the drop-off station being full

- Additional items being dropped off that wouldn't fit in the person's container (ex. loaves of bread and pumpkins).
- Request for statistics to be released to the public, or updates on how well the program is doing

An additional “how are we doing” survey was distributed to program registrants in July, 2024 to receive more comprehensive information, distribution included both program participants and residents who registered for the program but have not participated.



Total Number of Respondents :237



- Participant used the drop-off site
- Participant not used the drop-off site

Out of 10 respondents who have not used the drop-off site:

Six (6) had trouble picking up their bucket from the Town

Five (5) are diverting food waste on their own either through at home composting or a private hauler



Out of 227 respondents who have used the drop-off site:

50% plan to continue collection privately if the Town’s program ends



Out of 227 respondents who have used the drop-off site:

30% are willing to pay for the Town’s program if it were to continue; an additional 40% would be willing to pay for a curbside program

4.5 out 5



Based on 223 ratings from program participants, the pilot program was rated an average of 4.5 out 5

Changes to the program that respondents would have liked to see:

- Curbside collection, but most willing to continue drop-off
- Bucket cleaning station at drop-off site
- More drop-off sites, potentially at schools, to minimize travel distance

Other feedback on the program:

- Respondents want to see the program continue and a significant number are willing to pay.
- Respondents appreciate the garbage reduction they are seeing.
- The program benefits the environment.
- Carbon emissions from travel to the drop-off site are concerning to respondents.
- Respondents think that receiving feedback on how the program is going and the impact periodically will help motivate continued participation.
- The majority of respondents who stopped using the program did so because the drop-off location is not convenient for them.
- A significant number of respondents thought the food scraps buckets were too big because they were unable to be stored under sinks.
- Many respondents wanted a bucket washing station at the drop-off site or the ability to swap dirty buckets for clean buckets.



Table 2 provides a breakdown of the estimated pounds of food scraps dropped by month. The quantities obtained from the raw survey data are calculated assuming that participants use the five-gallon buckets provided to them, and a conversion factor of 3.5 pounds per gallon is applicable. As it is likely that not everyone using the drop-off site is recording their use on the survey, the number of pounds estimated from the survey data is likely lower than the actual pounds collected. The data provided by the hauler, Natural Upcycling, is estimated based on an assumed weight for each cart collected. This method by Natural Upcycling assumes the carts are all full at each collection; thus, the pounds estimated by Natural Upcycling is likely higher than the actual pounds collected. For the purpose of this report, it is assumed the average of the two estimation methods is the most accurate figure available.

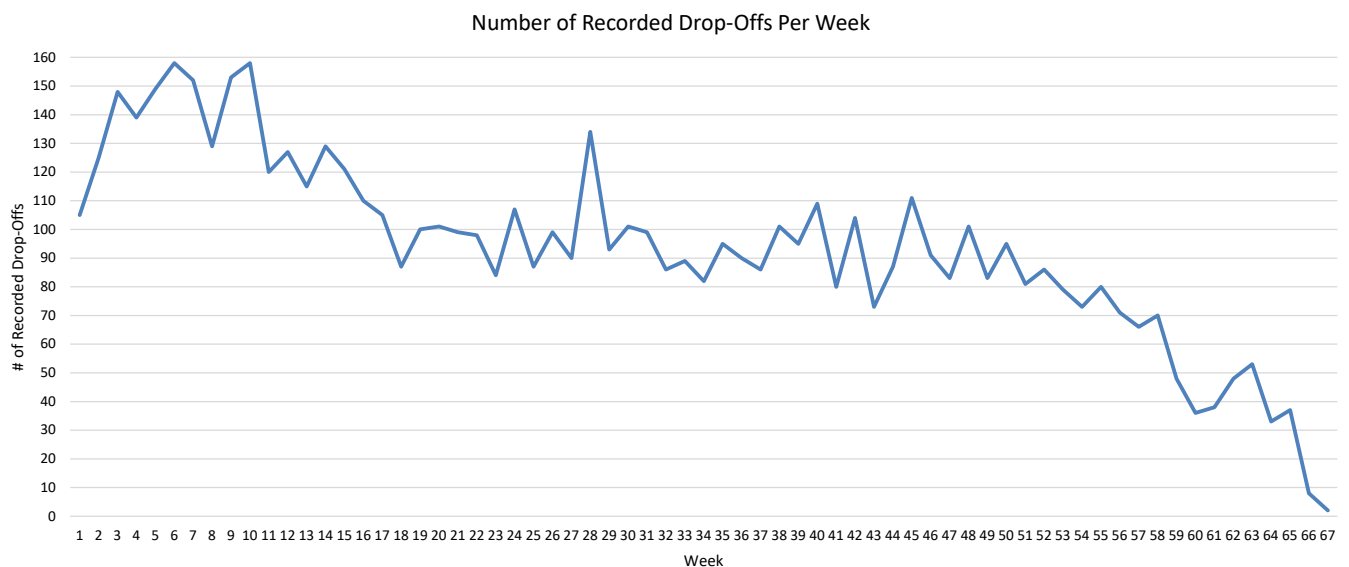
Table 2: **Quantity of Food Scraps by Month**

Month	Estimated Pounds Dropped		
	Survey Data	Natural Upcycling	Average
Sep-2023	3,098	2,400	2,749
Oct-2023	2,087	9,200	5,643
Nov-2023	9,301	11,520	10,411
Dec-2023	8,155	12,780	10,468
Jan-2024	6,751	14,220	10,485
Feb-2024	5,998	12,060	9,029
Mar-2024	6,703	11,600	9,151
Apr-2024	6,164	12,600	9,382
May-2024	5,849	12,600	9,225
Jun-2024	5,941	11,200	8,571
Jul-2024	6,199	10,800	8,500
Aug-2024	5,911	10,800	8,355
Sep-2024	5,097	9,600	7,348
Oct-2024	4,178	8,600	6,389
Nov-2024	2,979	11,400	7,190
Dec-2024	1,199	8,600	4,899
Total	85,610	169,980	127,795



In addition to the quantity of food scraps being dropped off, the number of drop-offs per week has been plotted in Figure 1. There is a clear peak in participation during week 6, which includes Halloween, and an additional peak during week 10 which includes Thanksgiving. After these peaks, either participation in the pilot program or use of the survey to record drop-offs declined.

Figure1 Participation Analysis



ENVIRONMENTAL BENEFITS

Food Scraps collection plays benefits the environment by diverting organic waste material from landfills, therefore significantly reducing greenhouse gas emissions. When food waste is not separated out for compost collection and is instead disposed of in a landfill, it decomposes anaerobically, a process that produces the potent greenhouse gas of methane. Implementing a program that collects food scraps separately from household trash and recyclables, and processes them through anaerobic digestion, (AD), as was done in this pilot program, yields the useful products of biogas, which is converted into local renewable electricity, and digestate, which supports soil health and water retention. In addition to the environmental benefits of less volume of organic material sent to landfills, renewable biogas energy, and digestate, this approach to managing food waste also lessens the impact of waste on the climate through emission reductions.

According to the UN Food and Agriculture Organization, it is estimated that every pound of food that is thrown away results in 3.8 pounds of greenhouse gas emissions. This project collected 127,795 pounds of food scraps and transferred them to a nearby AD facility, which is the equivalent of preventing 485,621 pounds of greenhouse gas emissions from entering the atmosphere, or of preventing 51-gasoline-powered passenger vehicles from driving for one year, and preserving 221 acres of U.S. forests.

Gas Emission



3.8 lbs

X

Food Scraps



127,795 lbs

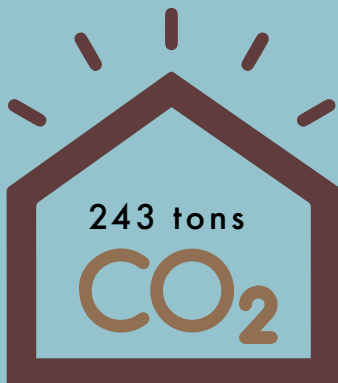
=

Greenhouse Gas Emission



Avoidance

485,621 lbs = 242.8 tons



=



51 gasoline-powered passenger vehicles driven for one year



221 acres of U.S. forests preserved in one year



17,808,441 number of smartphones charged

According to the U.S. Environmental Protection Agency, (EPA), organics recycling programs over time can divert approximately 30% of waste from landfills and reduce methane emissions by 50% compared to landfilling organic waste. Overall, the Pittsford Pilot Program illustrates effective waste management on a local scale with widespread benefits to the environment and the community.

PROGRAM CONCLUSIONS

In conclusion, the Town of Pittsford Food Scraps Pilot Program exemplifies a targeted approach to residential organics recycling, leveraging local partnerships and community engagement to promote sustainable waste management practices. Through effective communication, logistical planning, and continuous evaluation, the pilot program provides a model for other municipalities to establish scalable food scraps recycling initiatives.

Although participants enjoyed the program, many wanted the convenience of curbside collection and some found the drop-off location out of the way. Traffic was an initial concern during drop-off site selection, however, traffic was not found to be an issue during the program. The pilot program concluded on December 17th, 2024. Actions to close out the program included:

- The Town and the County extended the IMA through the end of 2024 to allow more time for the Town to communicate the termination of the program with participants;
- The Town announced the conclusion of the program to participants and informed them of other available options for food scraps diversion;
- The County added signs to the drop-off site with the end date of the program;
- The County communicated the end of the program to the contracted hauler.

Monroe County is currently in the process of developing an Organics Management Plan (OMP) as a supplement to the County's existing Local Solid Waste Management Plan. Specific objectives of the Monroe County Organics Management Plan include:

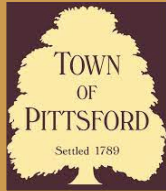
1. Supporting the County's organic waste and greenhouse gas reduction goals
2. Developing strategies for managing organics throughout the County

The OMP will be another tool to quantify the County's organic waste generation, while analyzing existing programs, policies, resources, and relevant laws and regulations. Upon completion, the OMP will identify County-wide strategies to prevent or divert organic waste.

Appendix A

Drop-Off Survey Cards

**MONROE COUNTY
TOWN OF PITTSFORD
PILOT PROGRAM SURVEY**



What is your First and Last Name?

What is your E-Mail?

What date did you use the dropoff?

**How full was your bucket
when you dropped
your off food scraps?**

(Please Check One)

☐

1/4 Full

☐

3/4 Full

☐

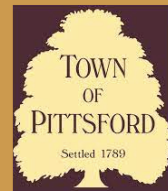
1/2 Full

☐

Full

Additional Comments:

**MONROE COUNTY
TOWN OF PITTSFORD
PILOT PROGRAM SURVEY**



What is your First and Last Name?

What is your E-Mail?

What date did you use the dropoff?

**How full was your bucket
when you dropped
your off food scraps?**

(Please Check One)

☐

1/4 Full

☐

3/4 Full

☐

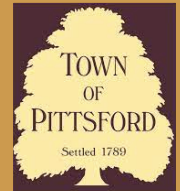
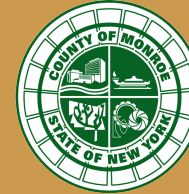
1/2 Full

☐

Full

Additional Comments:

**MONROE COUNTY
TOWN OF PITTSFORD
PILOT PROGRAM SURVEY**



What is your First and Last Name?

What is your E-Mail?

What date did you use the dropoff?

**How full was your bucket
when you dropped
your off food scraps?**

(Please Check One)

☐

1/4 Full

☐

3/4 Full

☐

1/2 Full

☐

Full

Additional Comments:

Appendix B

Flyer

FOOD SCRAPS RECYCLING



BILL SMITH
Town Supervisor



Adam J. Bello
County Executive

ACCEPTABLE

- Meat/Fish/Dairy
- Fruit/Vegetables
- Shells/Bones
- Pasta/Rice
- Eggshells/Nutshells
- Bread/Grains
- Leftovers
- Coffee Grounds/Filters - **NO K CUPS**
- Tea Bags
- Soiled Paper Bags
- Kitchen Paper Towels
- Paper Napkins
- Non-coated Paper Plates
- Approved Compostable Containers
- Plants/Flowers
- Jack-O-Lanterns



NOT ACCEPTABLE

- Plastic Bags
- Plastic Film/Wrap
- Plastic-Coated Food Containers (i.e. Milk Cartons, Ice Cream Containers)
- Styrofoam
- Cups (Any Type)
- Glass
- Metal
- Grease/Liquids
- Pet Waste
- Diapers
- K Cups
- Soil/Rocks
- Stumps/Branches
- Lumber/Fencing
- Yard Waste



www.townofpittsford.org/food-scraps-recycling
www.monroecounty.gov/des-environmentalrecycling



FREQUENTLY ASKED QUESTIONS

**Q | What is the Pittsford Food Scraps Recycling program?
Who can participate?**

A | *Beginning in Fall 2023, the Town of Pittsford and Monroe County will collaborate on a pilot program for the collection of residential food scraps as part of Monroe County's Local Solid Waste Management and Climate Action Plans. 500 pre-registered residents of the Town of Pittsford will be eligible to participate.*

Q | What do participants need to do?

A | *Participants need to collect appropriate items from their home (as listed on the supplied Acceptable Items list) in the provided five-gallon bucket and empty these contents into the orange toter at the Town's Dog Park on a regular basis. This site is open daily during daylight hours. Each time residents drop-off, they are asked to scan a **QR code** (found on the label of their bucket and at the drop-off site) and answer a few questions. This information will help guide future Monroe County programs.*



IMPORTANT: Please be mindful about following ALL guidelines for acceptable materials. Unacceptable items contaminate the food scraps, and if found on a regular basis will lead to the cancellation of the program.

Q | Where does the material go? What happens to it?

A | *Food scraps will be transported regularly by Natural Upcycling to an anaerobic digester – an airtight chamber that uses bacteria to "digest" (break down) the food scraps, which then give off biogas. The gas is used to generate electricity, which is sold back to the grid.*

Q | My bucket is dirty, what can I do?

A |

- Empty your bucket on a regular schedule to prevent odors.
- Rinse your bucket at home after emptying it.
- Line your bucket. Untied BioBag® biodegradable bags or layered paper bags are acceptable.
- Try freezing your food scraps between trips to reduce odors (use an empty bread bag or other temporary storage).

MORE QUESTIONS?

email: MCDES@monroecounty.gov

REGISTRATION

www.townofpittsford.org/food-scraps-recycling



Department of
Environmental
Conservation



Printed on recycled paper

Appendix C

How Are We Doing Survey

Monroe County and Town of Pittsford Food Scraps Pilot Program

How Are We Doing Survey

Monroe County and the Town of Pittsford have partnered to offer a one-year residential food scraps collection pilot program to up to 500 Town residents. Thank you for registering for this pilot program. In addition to findings tracked in the QR code drop-off survey, the County and Town are seeking input, to influence their decision on the future of the pilot program. Thank you for providing feedback.

1. **Input name:**
2. **Input email:**
3. **Have you used the residential food scraps collection pilot program drop-off site?**
 - a. No, I have not used the drop-off site
 1. Why are you not participating in the pilot program?
 2. Have you picked up a bucket?
 - a. Yes (Still have it)
 - b. Yes (Returned it to Town)
 - c. No
 3. Do you currently separate your food scraps from the rest of your trash and recycling?
 - a. Yes
 - i. What do you do with the food scraps you collect separately?
 - b. No
 4. Would you be willing to collect your food scraps separately? If yes, check all that you would be willing to do:
 - a. Compost at home
 - b. Bring your organics waste to a drop-off site for free
 - c. Bring your organics waste to a drop-off site at a fee to offset operational expenses
 - d. Have your food scraps collected curbside for free
 - e. Have your food scraps collected curbside at a fee to offset operational expenses
 5. Would you be willing to pay higher Town taxes or subscribe to a food scraps collection service to offset the cost of any of the following (check all that apply):
 - a. Food scraps curbside collection
 - b. Food scraps drop-off site collection
 - c. Miscellaneous food scraps diversion efforts
 - d. Other (explain)
 6. What prevents you from collecting food scraps separately?
 - a. No time/too much effort
 - b. No room to store food scraps separately
 - c. Unsure of what food scraps materials to collect separately
 - d. Expense of having food scraps collected separately by hauler
 - e. No particular reason
 - f. Other (explain)
 - g. Nothing (I currently collect food scraps separately)

7. What discourages you from collecting food scraps separately?
 - a. Food scraps is difficult to carry to the curb or bring to a drop-off site
 - b. Food scraps can be odorous
 - c. I am not sure which organic materials to collect separately
 - d. When other people participating in the same program as me don't follow the rules, I feel like it's a waste
 - e. Other (explain)
 - f. Nothing
 8. Which of these would encourage you to collect food scraps separately? (check all that apply)
 - a. Being provided a container for food scraps collection
 - b. Reminders through radio, TV, or other media
 - c. Website with list of local food scraps collection programs
 - d. Having more educational outreach programs available
 9. How do you learn about the science behind food scraps diversion? (check all that apply)
 - a. My children or grandchildren
 - b. Monroe County Website
 - c. Media – social, radio, news, etc.
 - d. Cornell Cooperative Extension programs
 - e. Fliers
 - f. Local Municipality
 - g. My garbage hauler
 - h. Internet search engine
 - i. I have never learned about food scraps diversion
 - j. Other (explain)
 10. Would you like to see any other changes to the food scraps collection pilot program?
 11. Any other comments on food scraps collection?
- b. Yes, I have used the drop-off site
1. Rate your satisfaction with the pilot food scraps collection program from 1-5 (with 5 being most satisfied)
 2. Would you like to continue to collect your food scraps separately for diversion?
 - a. Yes
 - i. Would you be willing to pay higher Town taxes or subscribe to a food scraps collection service to offset the cost of any of the following (check all that apply):
 - a. Food scraps curbside collection
 - b. Food scraps drop-off site collection
 - c. Miscellaneous food scraps diversion efforts
 - d. Other (explain)
 - b. No
 3. What discourages you from collecting food scraps separately?
 - a. Food scraps is difficult to carry to the curb or bring to a drop-off site

- b. Food scraps can be odorous
 - c. I am not sure which organic materials to collect separately
 - d. When other people participating in the same program as me don't follow the rules, I feel like it's a waste
 - e. Other (explain)
 - f. Nothing
4. How do you learn about the science behind food scraps diversion? (check all that apply)
- a. My children or grandchildren
 - b. Monroe County Website
 - c. Media – social, radio, news, etc.
 - d. Cornell Cooperative Extension programs
 - e. Fliers
 - f. Local Municipality
 - g. My garbage hauler
 - h. Internet search engine
 - i. I have never learned about food scraps diversion
 - j. Other (explain)
5. Would you like to see any other changes to the food scraps collection pilot program?
6. Any other comments on food scraps collection?



Town of Pittsford
11 South Main Street
Pittsford, New York 14534



Monroe County
Department of Environmental Services
7100 City Place
50 West Main Street
Rochester, New York 14614