



CITY OF KAMLOOPS | November 2021

Curbside Organic Waste Collection Project - Phase 2 Pilot Program - Survey #1 (October 2021) Summary Report

Engagement activities for Phase 2 of the Curbside Organic Waste Collection Program—Pilot Program—include a series of surveys at the beginning, middle, and end of the pilot program.

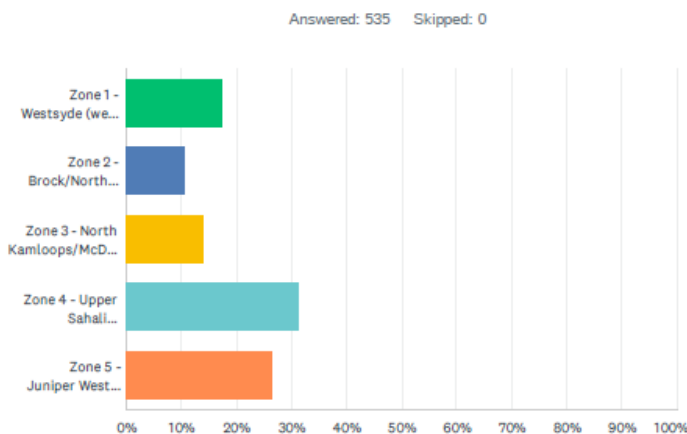
The intent of the surveys is to consult with residents on pilot routes to gather feedback on what works well and what might need improvement before a community-wide organics program is implemented, and to measure changes in attitudes and behaviours of pilot participants over the duration of the pilot program.

The survey was open from September 22 to October 29, 2021 and garnered 535 responses. The survey was promoted primarily through the pilot newsletter and twice in City Page; 523 responses were digital and 12 paper surveys were mailed in.

About You/Your Household

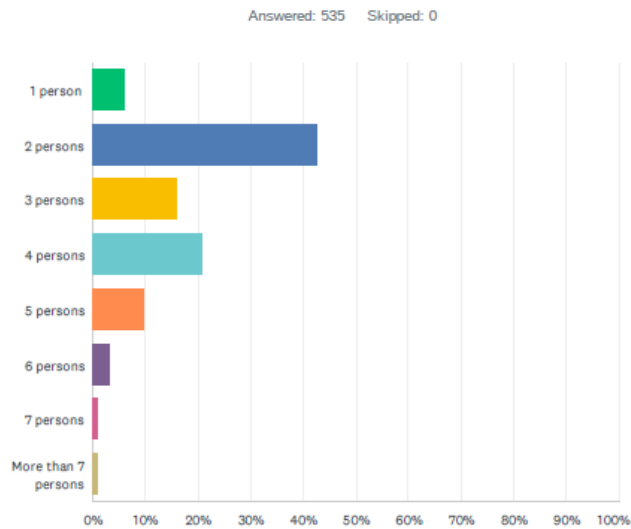
Data from questions 1-7 determines where respondents live, number of household residents, baseline attitudes and support levels (including for a sub-segment of self-identified home composters).

Q1 What collection zone/pilot neighbourhood do you live in?



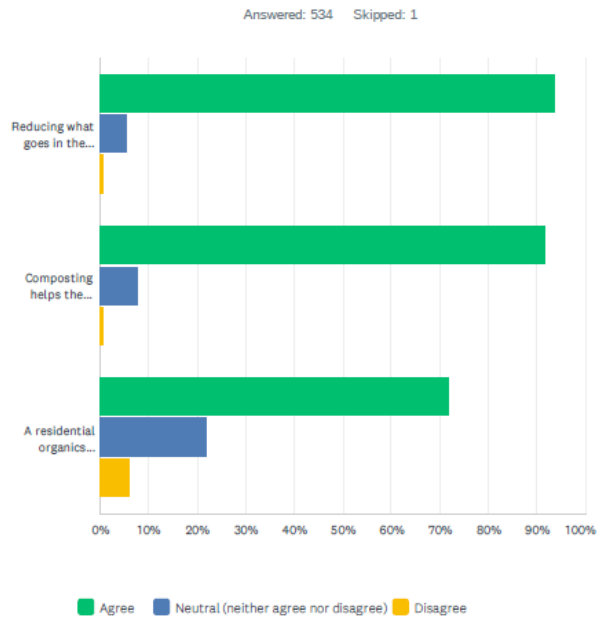
The majority of survey respondents were from the Upper Sahali (31.4%) and Juniper West/Valleyview (26.5%) routes, followed by the Westsyde (17.4%), North Kamloops/McDonald Park (14%) and Brock/North Kamloops (10.6%) routes.

Q2 How many people reside in your household (adults and children)?



The majority of respondents have between two and four people residing in their household.

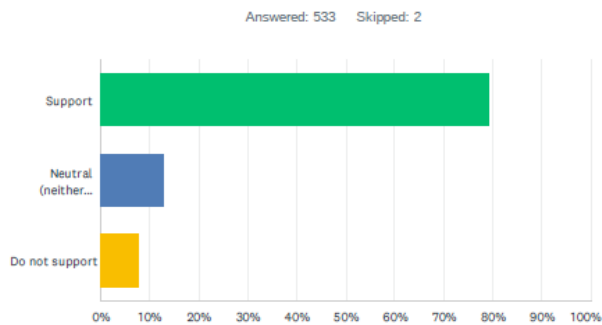
Q3 Please indicate your level of agreement with the following statements:



An overwhelming majority of survey respondents agree with the statements “Reducing what goes in the landfill is the right thing to do” (93.8%) and “Composting helps the environment” (91.7%).

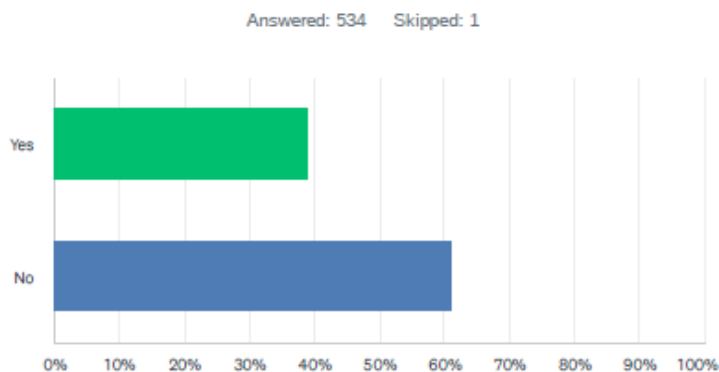
To a lesser extent, a majority of respondents (71.8%) also agreed with the statement “A residential organics collection program in Kamloops is long overdue”.

Q4 In general, what is your level of support for a residential curbside organic waste collection program in Kamloops?



Similarly, a majority of respondents (79.3%) support a residential curbside organics program for Kamloops. 12.7% had a neutral position while 7.9% did not support such a program.

Q5 Are you a home/backyard composter?



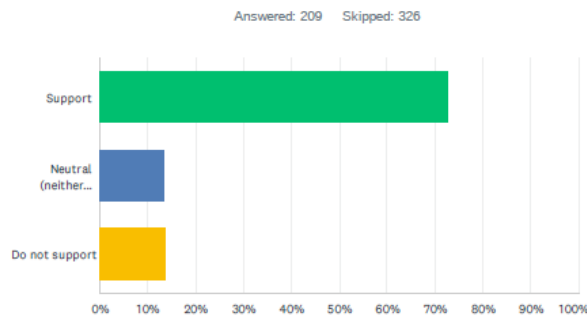
One objective of the survey is to discover attitudes and behaviours of residents who compost at home.

As the curbside organics program can accept items that should not be or are not commonly composted at home (e.g., meat/oils, greasy/food-

soiled paper), the survey series aims to provide insight into the attitudes of this segment of residents towards organic waste collection, and whether these attitudes change over the duration of the pilot program.

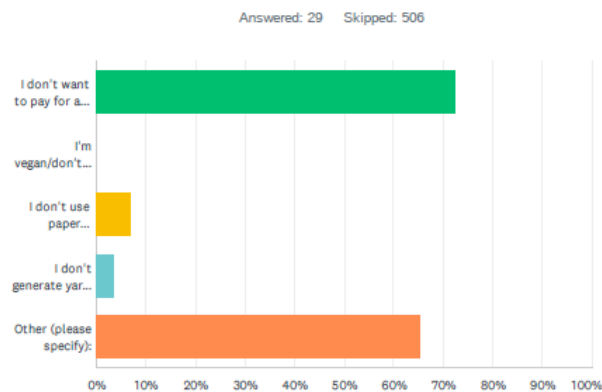
Just over 60.0% of respondents are not home composters, while almost 40.0% are. Two subsequent survey questions were asked of just the home composters.

Q6 On a personal level, as a home/backyard composter, what is your level of support for a residential curbside organic waste collection program?



Of the 40.0% of survey respondents who compost at home, 72.7% support organic waste collection. 13.4% had a neutral position, and 13.8% said they do not support such a program.

Q7 You indicated you do not support an organics program as a home/backyard composter. What are the reason(s) for this? (Select all that apply)



Of the 13.8% of respondents who compost at home and do not support organic waste collection, the top reasons for not supporting the organics program were “I don’t want to pay for a service I feel I won’t use” (72.4%) and “Other” (65.5%).

The “Other” responses included concerns over bi-weekly garbage collection, the fact that compostable bin liners are not accepted (at this time), a concern over attracting wildlife/bears, and existing use of garburators.

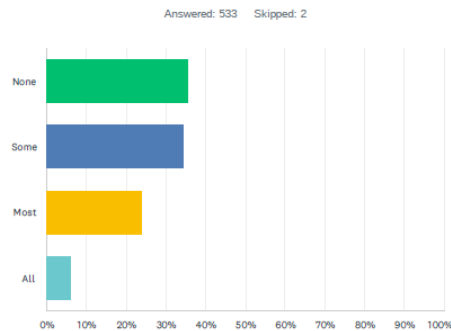
The input from home composters provides insight into this segment of the population, as there are a lot of home composters in Kamloops. The baseline data indicates many current home composters support the program. Yet, there remains a segment of home composters concerned about paying fees.

Interestingly, the majority of the responses in the “Other” category are less about aspects of home composting and more about other aspects of the program (garbage collection frequency, acceptability of bin liners, and wildlife mitigation) that can be addressed from an operational approach.

Current Garbage, Composting, and Yard Waste Habits

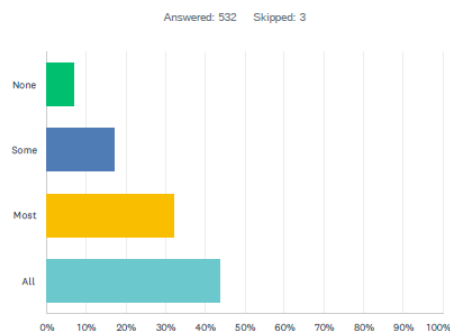
Data from questions 8-14 determine baseline habits around garbage, composting, and yard waste. A key objective of the pilot program is to determine if residents divert more food waste, yard waste, and food-soiled paper waste than they did before the pilot program.

Q8 Prior to starting the City's Organic Waste Collection Pilot Program, how much **FOOD WASTE** would you say you diverted from the landfill (kept out of the landfill through composting, private compost pick up, using a garburator, or using for animal feed)?



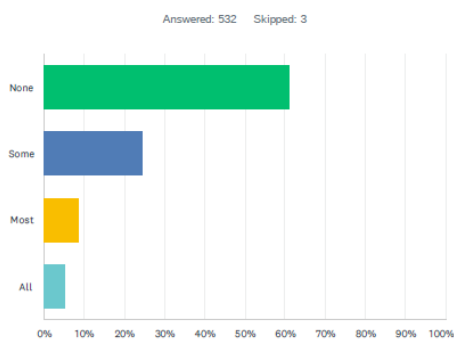
Prior to the pilot program, 35.6% of respondents indicated they did not divert any **food waste**, 34.5% diverted some, 23.8% diverted most, and a small number (6.0%) diverted all food waste.

Q9 Prior to starting the City's Organic Waste Collection Pilot Program, how much **YARD WASTE** would you say you diverted from the landfill (kept out of the landfill through composting, taking it to yard waste depots, grass-cycling, private pick up)?



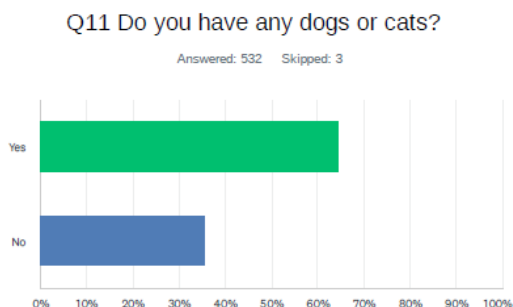
Prior to the pilot program, most respondents (43.8%) indicated they already diverted all of their **yard waste**, followed by "most" (32.1%), "some" (17.3%), and "none" (6.7%).

Q10 Prior to starting the Organics Pilot Program, how much **SOILED PAPER WASTE** (e.g. paper towels, napkins, paper plates, dirty pizza boxes) would you say you diverted from the landfill (kept out of the landfill through composting)?

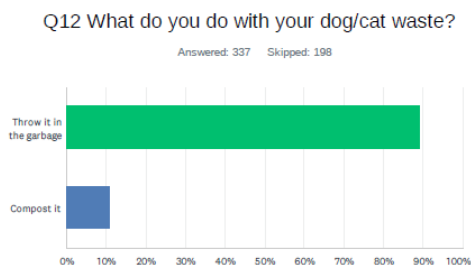


Prior to the pilot program, 61.2% of respondents indicated they did not divert any **food-soiled paper waste**, 24.6% diverted some, and a small number of respondents diverted most ((8.8%) or all (5.2%).

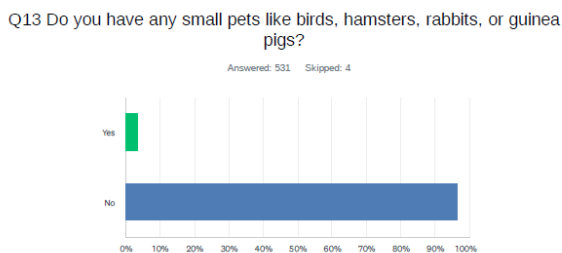
Another aspect of diversion is with respect to pet waste and pet bedding. The organics pilot does not accept dog or cat waste but does accept waste from small animals like birds, guinea pigs and rabbits. The survey determines baseline data for the number of residents with different types of pet (waste) what residents currently do with these items.



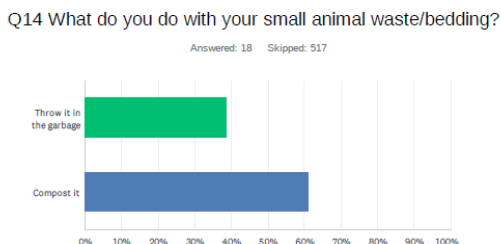
More than half (64.4%) of respondents said they had dogs or cats.



Most of those who have dogs or cats throw their pet waste in the garbage. A small number compost it.



Meanwhile, a very small minority of respondents (3.3%) had small (caged) pets.

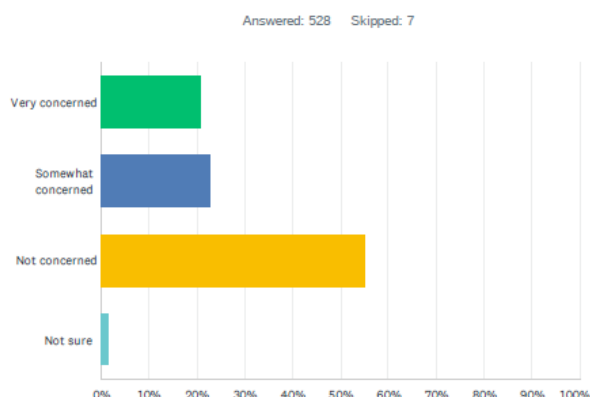


Most of those who do have small pets compost the waste/bedding, while less than half throw it in the garbage.

Program Considerations and Concerns - Bi-weekly Garbage and Recycling Collection.

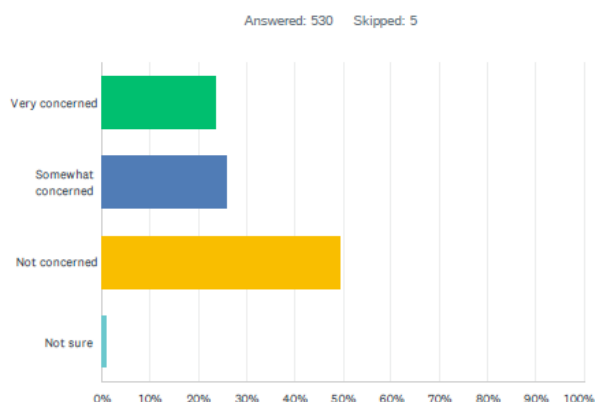
The pilot program is testing this collection format popular in other communities that have implemented organics collection. Questions 15 and 16 gather a baseline level of concern regarding the shift in collection frequency.

Q15 Is shifting permanently from weekly to bi-weekly GARBAGE collection a concern for your household? Please indicate your level of concern.



When asked about the level of concern to a permanent bi-weekly garbage collection, more than half (54.9%) of respondents said they were not concerned. 22.7% were somewhat concerned and 20.8% were very concerned.

Q16 Is shifting permanently from weekly to bi-weekly RECYCLING collection a concern for your household? Please indicate your level of concern.

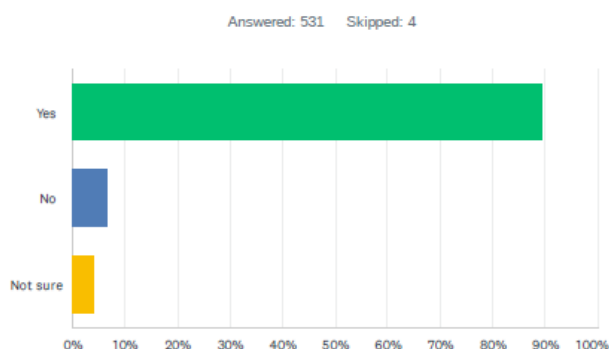


With respect to the same question focused on the shift to bi-weekly recycling, the responses were similar, with 49.4% of respondents indicating they were not concerned. 26.0% were somewhat concerned and 23.7% were very concerned.

Program Considerations and Concerns - Participating In and Understanding the Program.

The objective of questions 17-20 is to distinguish those that support the program from those that do not support or are not sure, to subsequently understand **what the top concerns** are (for those that support), or **what the barriers to participating are** (for those that do not support or are unsure).

Q17 Do you intend to participate in the organics pilot program?



89.2% of respondents said they intend to participate in the program.

It should be noted here that there was a survey format limitation in skip logic; following answering question 17, respondents were not automatically skipped to the

relevant subsequent follow up question; rather they were asked to manually proceed to the relevant follow up question.

Due to this limitation, the results from questions 18-20 are slightly skewed, but the data still demonstrates the general concerns and barriers to participation.

Survey respondents who said YES to participating in the program were provided a list of ten topics that had emerged as a level of concern in phase 1 of community engagement.

The top three concerns (using a weighted average) for those who said they would participate were about the possibility of attracting fruit flies and rodents and cart cleanliness.

Q18 If you answered YES to participating in the pilot program, please indicate if you have any concerns, and your level of concern about the following aspects of the program.

Answered: 505 Skipped: 30

	VERY CONCERNED	SOMEWHAT CONCERNED	NOT CONCERNED	TOTAL	WEIGHTED AVERAGE
The possibility of attracting bears	19.52% 98	36.65% 184	43.82% 220	502	2.24
The possibility of attracting rodents	28.37% 143	36.71% 185	34.92% 176	504	2.07
The possibility of attracting fruit flies	32.74% 165	37.30% 188	29.96% 151	504	1.97
The possibility of attracting maggots	23.26% 117	30.22% 152	46.52% 234	503	2.23
Possible odours inside	26.73% 135	34.26% 173	39.01% 197	505	2.12
Possible mess inside	19.72% 99	26.49% 133	53.78% 270	502	2.34
Having/making space to store a curbside cart	11.71% 59	18.65% 94	69.64% 351	504	2.58
Cart cleanliness/keeping my cart clean	27.69% 139	43.23% 217	29.08% 146	502	2.01
Possible odours outside	21.87% 110	39.56% 199	38.57% 194	503	2.17
Too much work/inconvenient	6.76% 34	14.12% 71	79.13% 398	503	2.72

There was also an “Other” answer option, for respondents to share additional concerns. There were 92 responses provided. The “Other” responses from this question, as well as from questions 19-20 reflect the responses made in the final, open-ended survey question inviting additional thoughts, concerns, or comments; therefore for the purposes of this summary report we have summarized all comment categories later in this report.

Q19 If you answered NO to participating in the pilot program, what are the reasons preventing you from participating? (Select all that apply).

Answered: 101 Skipped: 434

Survey respondents who said NO to participating in the program were provided the same list of ten emergent concerns as used in the previous question 18, with three additional responses added: "I don't produce any organic waste", "I already compost" and "Other".

The top three barriers to participation were "I already compost" followed by concerns about the possibility of attracting rodents and cart cleanliness.

ANSWER CHOICES	RESPONSES	
The possibility of attracting bears	29.70%	30
The possibility of attracting rodents	32.67%	33
The possibility of attracting fruit flies	31.68%	32
The possibility of attracting maggots	28.71%	29
Possible odours inside	31.68%	32
Possible mess inside	26.73%	27
Having/making space to store a curbside cart	23.76%	24
Cart cleanliness/keeping my cart clean	34.65%	35
Possible odours outside	29.70%	30
Too much work/inconvenient	20.79%	21
I don't produce any organic waste (e.g. don't cook at home; don't waste food; live alone)	8.91%	9
I already compost	47.52%	48
Other (please specify):	39.60%	40
Total Respondents: 101		

Q20 If you answered UNSURE about participating in the pilot program, what are the reasons you are unsure? (Select all that apply).

Answered: 67 Skipped: 468

Survey respondents who said they were UNSURE about participating in the program were also provided the same list of ten emergent concerns as used in the previous question 19, with four additional responses added: “I don’t produce any organic waste”, “I already compost so I want to see how much I would use this program”, “I am open to participating but I want to learn more first” and “Other”.

The top three barriers to participation were “I already compost so I want to see how much I would use this program” followed by concerns about the possibility of attracting rodents and bears.

ANSWER CHOICES	RESPONSES	
The possibility of attracting bears	26.87%	18
The possibility of attracting rodents	26.87%	18
The possibility of attracting fruit flies	22.39%	15
The possibility of attracting maggots	22.39%	15
Possible odours inside	23.88%	16
Possible mess inside	20.90%	14
Having/making space to store a curbside cart	14.93%	10
Cart cleanliness/keeping my cart clean	25.37%	17
Possible odours outside	22.39%	15
Too much work/inconvenient	8.96%	6
I don't produce any organic waste (e.g. don't cook at home; don't waste food; live alone)	5.97%	4
I already compost so I want to see how much I would use this program	32.84%	22
I am open to participating but I want to learn more/observe how it goes with others first	20.90%	14
Other (please specify):	41.79%	28
Total Respondents: 67		

The data from question 18-20 suggests shared concerns (possibility of attracting rodents/bears/fruit flies; cart cleanliness) regardless of participation.

It also suggests that for current composters, there is a segment of that group that is open to participating once they see how much they would use the program (i.e. compost items that they don’t compost at home). There is also a segment of respondents who are open to participating once they learn more in general.

Question 21 asks about levels of confidence in understanding various aspects of the program with the objective being to provide a baseline, and an expectation that levels of understanding would increase over the duration of the pilot through further awareness and education.

Using a weighted average, the areas with the current lowest levels of confidence (highlighted in red on the chart) in understanding are how to prevent insects inside (i.e. fruit flies), how to prevent material from sticking in the cart, and how to report an issue. Conversely, the areas most understood are what items are accepted in the organics cart, and the frequency of collection for both organics, and garbage/recycling.

Q21 Thinking about what you knew prior to the pilot program starting, how confident were you in your level of understanding the following:

Answered: 516 Skipped: 19

	VERY CONFIDENT IN LEVEL OF UNDERSTANDING	SOMEWHAT CONFIDENT IN LEVEL OF UNDERSTANDING	NOT CONFIDENT IN LEVEL OF UNDERSTANDING	TOTAL	WEIGHTED AVERAGE
What is accepted in the program	44.66% 230	48.54% 250	6.80% 35	515	1.62
What is not accepted in the program	43.44% 222	49.51% 253	7.05% 36	511	1.64
How often garbage and recycling would be collected during the pilot program	60.51% 311	24.90% 128	14.59% 75	514	1.54
How often organics would be collected during the pilot program	68.29% 351	21.98% 113	9.73% 50	514	1.41
What to do with excess garbage or recycling	35.67% 183	31.58% 162	32.75% 168	513	1.97
How to use the kitchen bin and the organics cart (i.e. use of bin liners, layering wet/dry material in the carts)	45.03% 231	37.62% 193	17.35% 89	513	1.72
How to prevent odours inside	34.50% 177	42.69% 219	22.81% 117	513	1.88
How to prevent insects inside	28.91% 148	41.02% 210	30.08% 154	512	2.01
How to prevent odours outside	29.63% 152	44.44% 228	25.93% 133	513	1.96
How to help prevent wildlife attraction outside	35.94% 184	37.70% 193	26.37% 135	512	1.90
How to prevent material getting stuck inside the cart	29.18% 150	41.83% 215	28.99% 149	514	2.00
How to report an issue	31.76% 162	38.24% 195	30.00% 153	510	1.98

Question 22 sought to understand how subscribed participants learned they were on a pilot route (only subscribed participants received the survey link). A variety of communication methods were used to try to reach the target pilot audience with the message/information that they were on a pilot route.

These methods included direct communication to all addresses on pilot routes (letter and door hanger to all pilot addresses) as well as both paid media channels (e.g. radio ads) and owned media channels such as City Page, social media channels, press release distribution lists, and e-newsletter recipients.

The most effective means of informing those on pilot routes were the direct methods (letter, door hanger) or City channels (those signed up to receive City press releases or e-newsletters).

The “Other” responses included community Facebook groups/via social media, through the City newsletter (utility bill insert) and through the Waste Wise app.

Q22 How did you become aware you were on a pilot route? (Select all that apply)

Answered: 517 Skipped: 18

ANSWER CHOICES	RESPONSES	
Received a press release from the City (I subscribe to the City's press release mailing list)	19.15%	99
Heard it on the news (e.g. radio, TV, newspaper)	9.86%	51
Heard it on a radio advertisement	1.74%	9
Read about it City Page (the City's weekly page in the Kamloops This Week)	10.83%	56
Received an e-newsletter from the City (I subscribe to the public Let's Talk Organics project newsletter)	20.89%	108
Friend/neighbour told me	6.00%	31
Received a letter in the mail informing me I was on a pilot route	56.87%	294
Spoke to someone who knocked on my door informing me I was on a pilot route	15.28%	79
Received/read a door hanger that was left on my door informing me I was on a pilot route	25.34%	131
I found out when the curbside cart, kitchen bin, and information package was delivered to my home	9.48%	49
Other (please specify):	2.71%	14
Total Respondents: 517		

The final question was an open-ended question inviting additional thoughts, concerns, and comments.

Q23 Do you have any additional thoughts, concerns, or comments about the pilot program, or a community-wide organic collection program, that you would like to share?

Answered: 295 Skipped: 240

There was a total of 295 responses to this question. Question 23 comments were combined with the comments received in the “Other” answer options for questions 18-20, for a total of 456 comments. These comments were collated into general themes/ categories, some of the comments fit into more than one category and a few comments didn’t fit into any category.

The most common comments were around the bi-weekly collection schedule (98 comments about bi-weekly garbage and 91 comments about the bi-weekly recycling schedule). Many of the comments were positive (83), and many comments were around the desire to include compostable plastic kitchen bin liners (69).

Bi-weekly garbage	98
Bi-weekly recycling	91
Wildlife	31
Insects	16
Odours	29
Cart cleanliness	26
Kitchen liners	69
Size of cart	28
Positive comment	83
Backayrd composter/ don't have enough organic waste	25
Cost	29
Space	3
Improved communication/ planning	34

Below are some representative comments pulled from the survey:

“The best program I’ve participated in since moving to Kamloops in 1991.”

“Want to be able to use compostable plastic bags. Want weekly garbage and recycling pick ups back.”

“I was hesitant at first notice of the program. Now I can’t believe how much waste we put in the bin instead of the garbage.”

“I agree with only collecting garbage on alternating weeks, since our new compost bin greatly reduces the amount of garbage our family makes. However, composting does not reduce the amount of recycling we accumulate, so it is difficult to go to bi-weekly for recycling pickup.”

“So far this program has been absolutely fantastic! In the beginning we were concerned with the bi-weekly garbage and recycling alternating, only due to the fact that the residence we live in has a basement and upstairs suite (we rent downstairs) and tend to fill the bins quickly. However, so far we have been fine with the bi-weekly collection. The times where there is a stat and a week is missed can be a little dicey with the garbage or recycling, but it turned out okay in the end. I have created a routine with the organics bin for cleaning after pickup and it seems to work so far, although the summer could pose the most interesting time. Fruit flies aren't that big of a deal outside, more just an annoyance when opening the lid but it's not a pest issue. Ideally the bin should prevent rats or mice from entering and so far we haven't seen signs like we have in the past trying to do our own composting (had to stop due to rats). We don't often get the newspaper delivered so I often create a liner using paper towel, and just wash out the inside bin after emptying. Overall, we are happy with the program!”

“My husband was, initially, not enthusiastic about getting involved in the program. He thought it would be a huge hassle. He adapted to it quickly and thinks it is great. (I was somewhat hesitant in the beginning but now love it. City staff has done an excellent job of explaining everything.)”

“Have to store garbage bins in garage due to bear activity. Strong garbage odours now always in garage due to less frequent garbage pickup. Would prefer weekly garbage and organic, biweekly recycling.”

“I don’t like how it works. My kitchen has bugs, my cat litter is piling up, my garbage is piling up. I really don’t like it at all.”

“One time the organic bin was not completely emptied, leaves 1/3 bin left, I called, given a hint to put newspaper in bottom of bin, worked!”

“We do not produce much garbage in our household but recycling being taken away every 2 weeks is going to be a huge problem”

“LOVE the fact we can compost way more than what we can our backyard composter! Meat, sauces etc.”

“I don't like the idea of putting bones, meat etc. outside to attract rodents, animals and I will continue to put these in the freezer until garbage day. I would like to see the program adjusted to have organics bi-weekly, recycling bi-weekly and garbage weekly. OR, have the option of having all 3 picked up EVERY week. I am not against this project but garbage collection bi-weekly does not work for my family.”

“Suggestion to pick up recycling and green waste weekly. If the ultimate goal is to divert waste from the landfill, encouraging household recycling should and be big a big focus. Offering recycling and green pick up each week diverts more waste from the landfill. In my household our recycling bin (largest size currently offered by the city) fills weekly, as does the green waste. I wish the bins for green waste came in a larger size. Currently, our bin easily gets filled with garden waste each week and doesn't leave enough room for kitchen scraps. Lastly, all the bins (garbage, green and recycling) should have wildlife 'proofing' to prevent wildlife from accessing the bins. The City [of] Port Coquitlam has wildlife 'proofing' on their city bins to deter wildlife from accessing bins. Even when they are brought to the curb the morning of collection day (between 5am-7am) the bins are still attracting bears in our neighbourhood.”

“My only concern is the fact that garbage and recycling will now only be collected bi-weekly. I have on average 6 people in home that contribute to waste, and honestly, the waste we produce is not majority food products. Our garbage bin is full every week and it's a huge inconvenience that now it will only be collected bi-weekly. I also pay a fee for weekly collection, which I am no longer getting but fees have not been reduced. My recycling bin is also full every week and I am not willing to order an additional recycling bin. That would make 4 bins and I have limited space and although the cost is only \$12 per year for an additional bin, I am not willing to pay more for a service I already pay for that has been reduced. I am happy to give the program a try, but these are my concerns.”

“I am very excited to be part of this pilot project. The information included with the cart and bin was excellent. I continue to use my Kamloops Waste Wizard app for determining where recyclables go and what items are for pick up is per week (garbage/recycling/compost). This app is excellent and I recommend it all Kamloops users. My comment would be that this app should be more highlighted, as I was surprised to find out that people who are very well informed and eager to reduce and recycle organics and stuff, were unaware of the app - it needs to be more visible or talked about as being an excellent resource. thank you!”

“I would like bin/cart liners to be included and provided for the program... I would continue to participate IF the program wasn't costing extra money. I believe the reduction in garbage waste and reduced pickup would hopefully allow the provision of liners to make the program more viable.”