



# Let's Talk Organics

Organics Pilot Program Survey #2 Summary Report

# Curbside Organic Waste Collection Project - Phase 2 Pilot Program - Survey #2 (February-March 2022) Summary Report

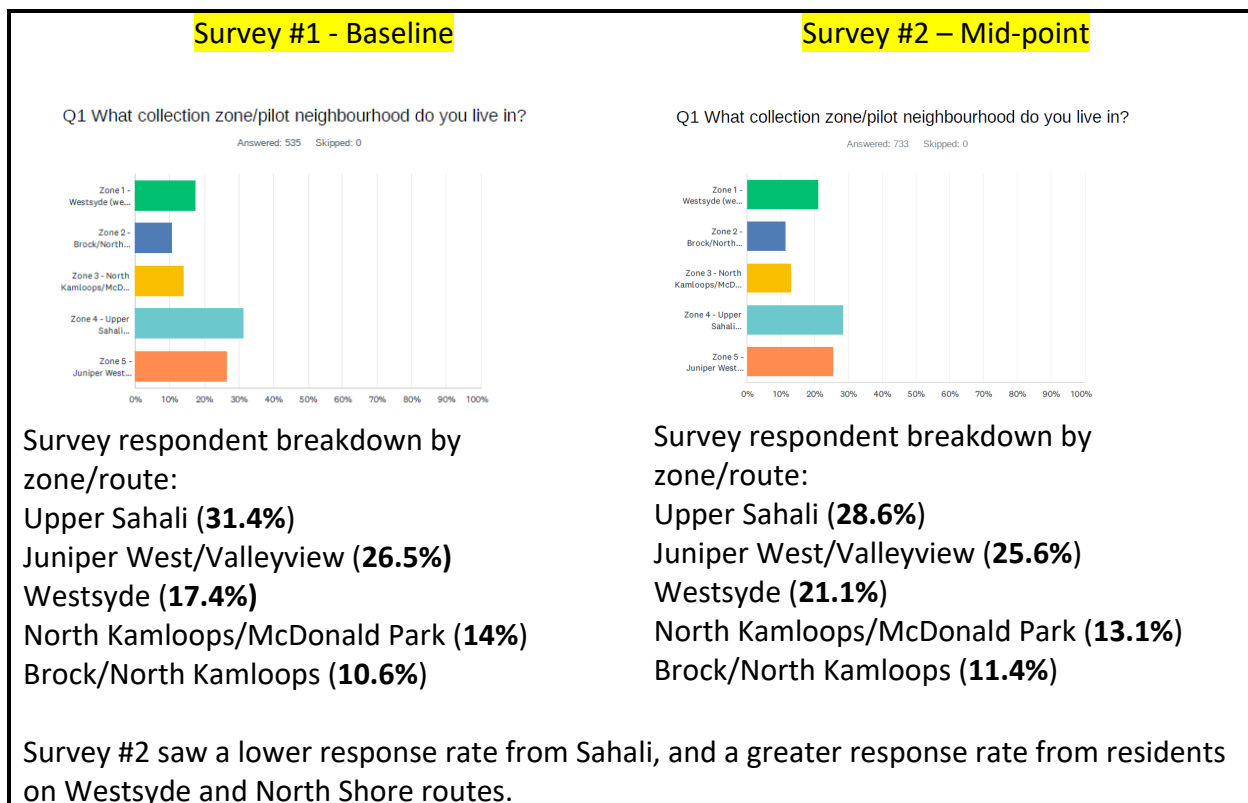
Engagement activities for Phase 2 of the Curbside Organic Waste Collection Program—Pilot Program—include a series of surveys at the beginning, middle, and end of the pilot program. The intent of the surveys is to consult with residents on pilot routes to gather feedback on what works well and what might 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 second pilot survey was open from **February 16 to March 14, 2022** and garnered **733 responses**. The survey was promoted primarily through the pilot newsletter (twice; an initial communication for the survey launch and a reminder one week before close) and twice through Waste Wise app notifications geotargeted to pilot route residents. In addition, door hangers promoting the survey were delivered to all residences on pilot routes. 726 responses were digital and 7 paper surveys were mailed in.

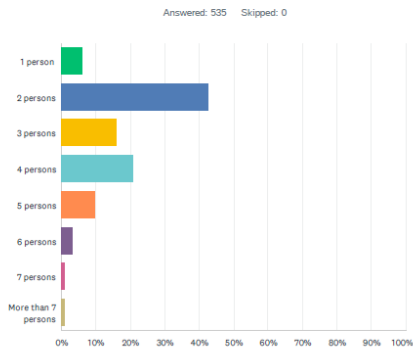
Where possible, this report compares baseline data (survey #1) to mid-point data (survey #2) to identify potential pilot program trends.

## About You/Your Household

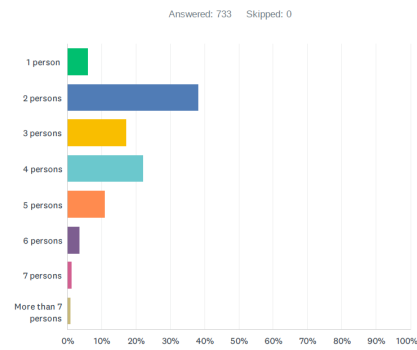
Data from questions 1-7 determines where respondents live, number of household residents, attitudes, and support levels (including for a sub-segment of self-identified home composters).



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

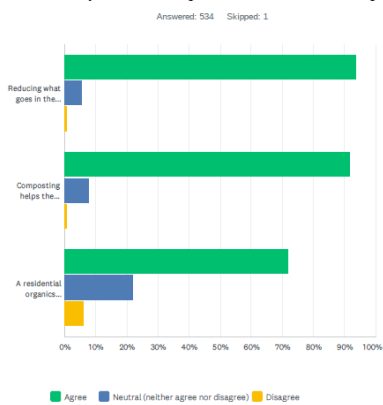


Q2 How many people reside in your household (adults and children)?

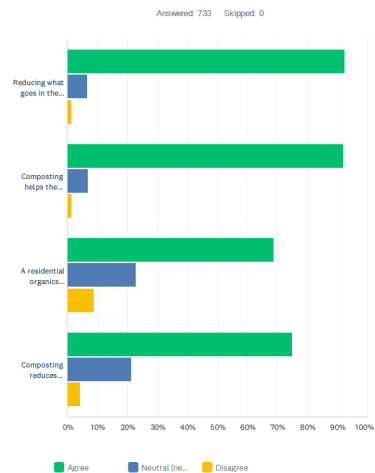


As in survey #1, the majority of respondents have between two and four people residing in their household.

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



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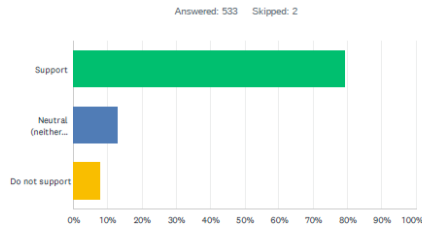
Similar to survey #1, a majority of respondents agree with the following statements:

- “Reducing what goes in the landfill is the right thing to do” (94% in #1 and 92% in #2)
- “Composting helps the environment” (92% in both surveys)
- “A residential organics collection program in Kamloops is long overdue” (72% in #1 and 69% in #2)

Survey #2 added a fourth statement:

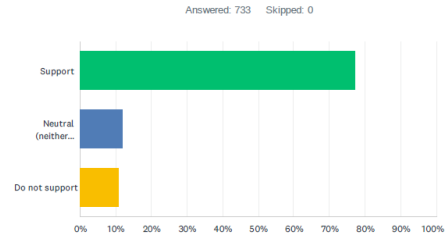
- “Composting reduces greenhouse gas emissions” (75% agree)

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



Support (**79.3%**)  
Neutral (**12.7%**)  
Do Not Support (**7.9%**)

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



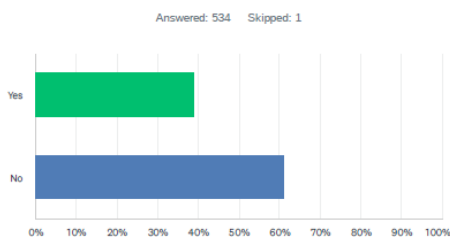
Support (**77.8%**)  
Neutral (**12.0%**)  
Do Not Support (**10.9%**)

Similarly, a majority of respondents support a residential curbside organics program for Kamloops.

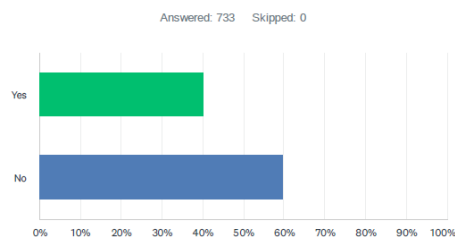
## Home Composters

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.

Q5 Are you a home/backyard composter?



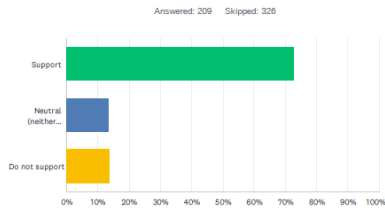
Q5 Are you a home/backyard composter?



The split between those who compost at home and those who don't remains identical to survey #1. **40.0%** of respondents are home composters and **60.0%** are not.

Subsequent survey questions were asked of just the home composters (some questions for surveys #1 and #2 differ).

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



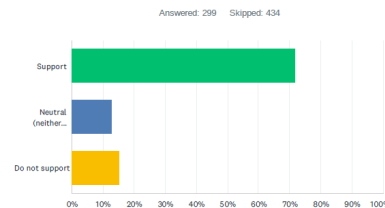
Of the 40.0% of survey respondents who compost at home:

**72.7%** support organic waste collection

**13.4%** had a neutral position

**13.8%** do not support such a program

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



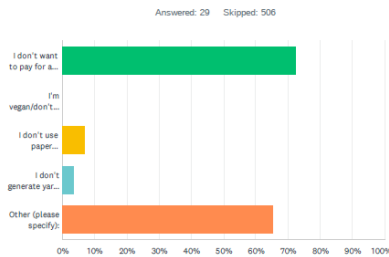
Of the 40.0% of survey respondents who compost at home:

**71.9%** support organic waste collection

**12.7%** had a neutral position

**15.3%** do not support such a program

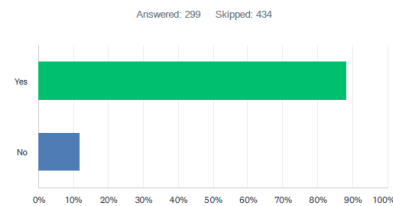
Q7 You indicated you do not support an organics program as a home/backyard composter. What are the reason(s) for this? (Select all that apply)



In survey #1, of the home composters who did not support the program, the main reasons were “I don’t want to pay for a service I feel I won’t use” (72.4%) and “Other” (65.5%).

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

Q7 Have you put your organics cart out for collection at least once since the program began?

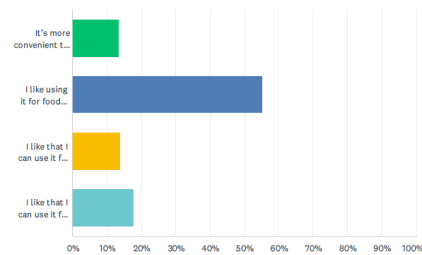


Of the 40.0% of survey respondents who compost at home:

**88.2%** have participated in the pilot by putting out their organics cart at least once.

Q8 As a home composter, what do you like best about using the curbside organics program? (Choosing from the list below, pick your top reason)

Answered: 261 Skipped: 472



What do home composters like best about the program?

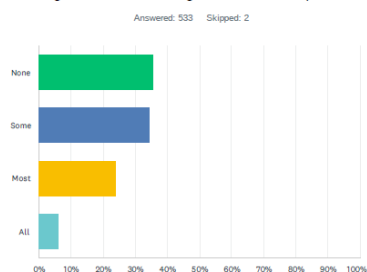
- “I like using it for food scraps I shouldn’t/can’t compost at home” **(55.2%)**
- “I like that I can use it for small amounts of yard waste” **(17.6%)**
- “I like that I can use it for food-soiled paper that shouldn’t go in recycling like dirty napkins, dirty pizza boxes, and dirty paper plates” **(13.8%)**
- “It’s more convenient than composting myself” **(13.4%)**



## Garbage, Composting, and Yard Waste Habits

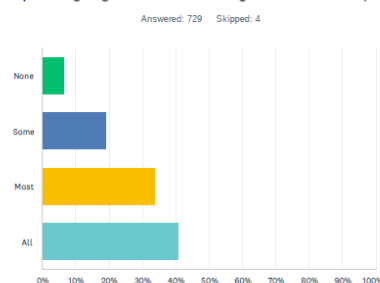
The next set of questions determine habits around garbage, composting, and yard waste. A key objective of the pilot program is to determine diversion trends. Three key questions asked on survey #1 were also asked on survey #2, allowing for a direct comparison from baseline to mid-pilot data.

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)?



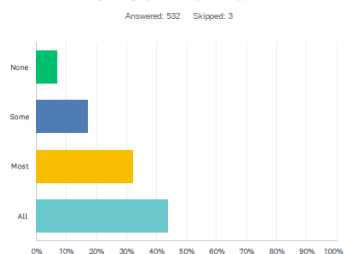
Prior to the pilot program, re: food waste:  
**35.6%** of respondents diverted **none**  
**34.5%** diverted **some**  
**23.8%** diverted **most**  
**6.0%** diverted **all** of their food waste

Q9 How much of your household's FOOD WASTE has been diverted (by utilizing the curbside organics cart, home composting, private compost pick up, using a garburator, or using for animal feed)?



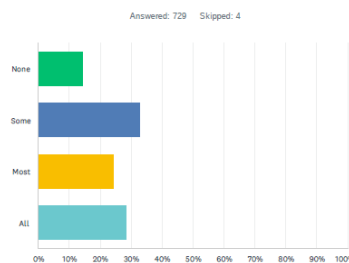
Since the pilot began, re: food waste:  
**6.6 %** of respondents diverted **none**  
**19.1 %** diverted **some**  
**33.6%** diverted **most**  
**40.7%** diverted **all** of their food waste

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, re: yard waste:  
**6.7%** of respondents diverted **none**  
**17.3%** diverted **some**  
**32.1%** diverted **most**  
**43.8%** diverted **all** of their yard waste

Q10 How much of your household's YARD WASTE has been diverted (by utilizing the curbside organics cart, home composting, taking it to yard waste depots, grass-cycling, or private pick up)?

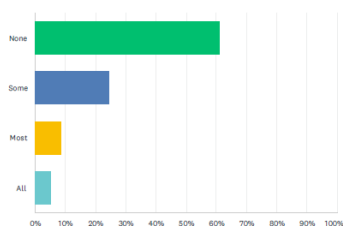


Since the pilot began, re: yard waste:  
**14.4%** of respondents diverted **none**  
**32.8%** diverted **some**  
**24.3%** diverted **most**  
**28.5%** diverted **all** of their yard waste

The yard waste diversion data from survey #2 may be skewed as a result of the survey timing over the winter season. The question will be asked again on pilot survey #3 (in Aug./Sept. 2022) and data captured at that time is expected to more accurately reflect the overall yard waste diversion trend.

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)?

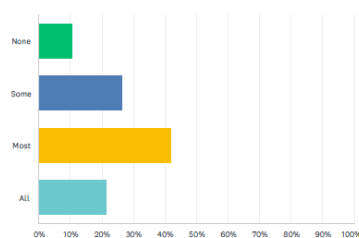
Answered: 532 Skipped: 3



Prior to the pilot program, re: food-soiled paper waste:  
**61.2%** of respondents diverted **none**  
**24.6%** diverted **some**  
**8.8%** diverted **most**  
**5.2%** diverted **all** of their food-soiled paper waste

Q11 How much of your household's SOILED PAPER WASTE (e.g. paper towels, napkins, paper plates, dirty pizza boxes) has been diverted (by utilizing the curbside organics cart or home composting)?

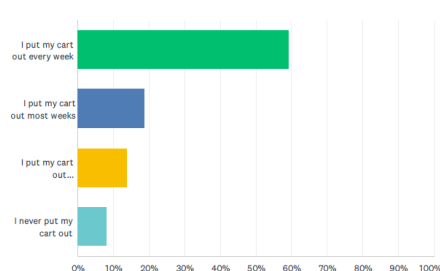
Answered: 729 Skipped: 4



Since the pilot began, re: food-soiled paper waste:  
**10.4 %** of respondents diverted **none**  
**26.4 %** diverted **some**  
**41.8%** diverted **most**  
**21.4%** diverted **all** of their food-soiled paper waste

Q12 How often are you participating in the organics pilot program?

Answered: 729 Skipped: 4



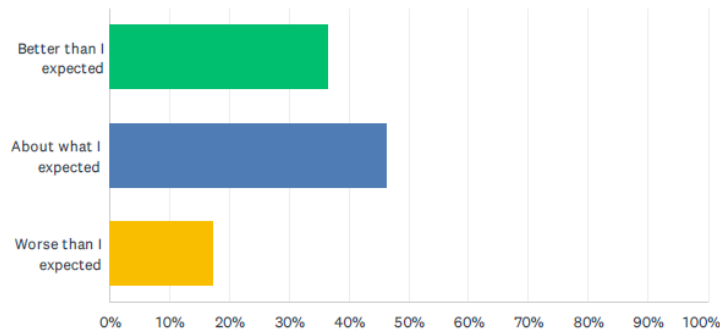
**59.3%** put their cart out **every week**  
**18.8%** put their cart out **most weeks**  
**13.9%** put their cart out **occasionally**  
**8.1%** have **never** put their cart out



## Program Assessment (Pilot Program Mid-Point, No Baseline Comparison)

Q13 Has your experience so far with the organics collection program been...

Answered: 727 Skipped: 6



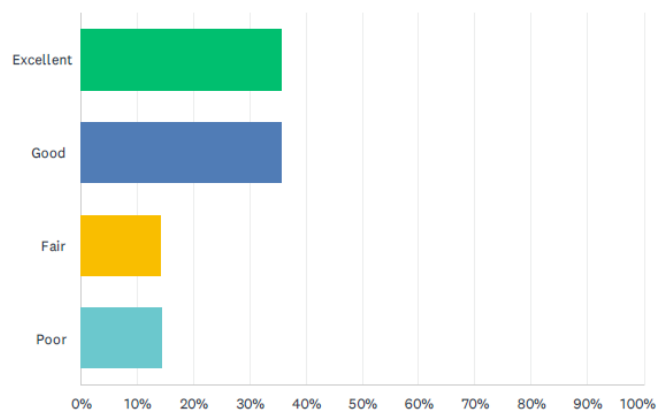
**36.5%** respondents said their experience has been **better than expected**

**46.2%** said their experience has been **about what they expected**

**17.3%** said their experience has been **worse than expected**

Q14 Generally, how would you rate your experience overall with the organics program?

Answered: 727 Skipped: 6

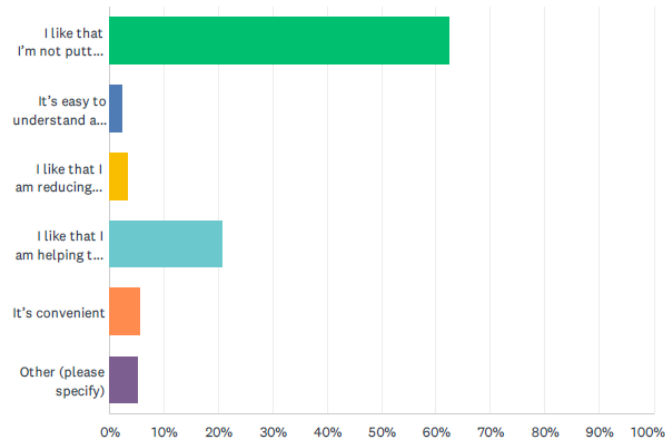


Over **71%** of respondents said their experience was either **excellent (35.6%)** or **good (35.6%)**

Nearly **29%** said their experience was either **fair (14.3%)** or **poor (14.4%)**

Q15 Why has curbside organics collection been an excellent or good experience so far? Please choose your top reason (or provide your own in the comment box):

Answered: 518 Skipped: 215



**The reasons\* for respondents having an excellent or good experience are:**

“I like that I’m not putting as much waste into the garbage” (62.6%)

“I like that I am helping the environment” (20.7%)

“It’s convenient” (5.6%)

“Other” (5.4%) (See below for comments)

“I like that I am reducing greenhouse gases” (3.5%)

“It’s easy to understand and follow” (2.3%)

**Of the 5.4% (29 people) that chose the “Other” answer option:** 46% said “All of the above”

Other reasons/comments include:

“I don’t have to go to cinnamon ridge.”

“Good for lawn clippings.”

“It is such a relief to have a place to put on-backyard-compostable foods that isn’t in the landfill.”

“The cart is easy to pull around the yard for small cleanup projects.”

“The program composts more efficiently than I do on my own.”

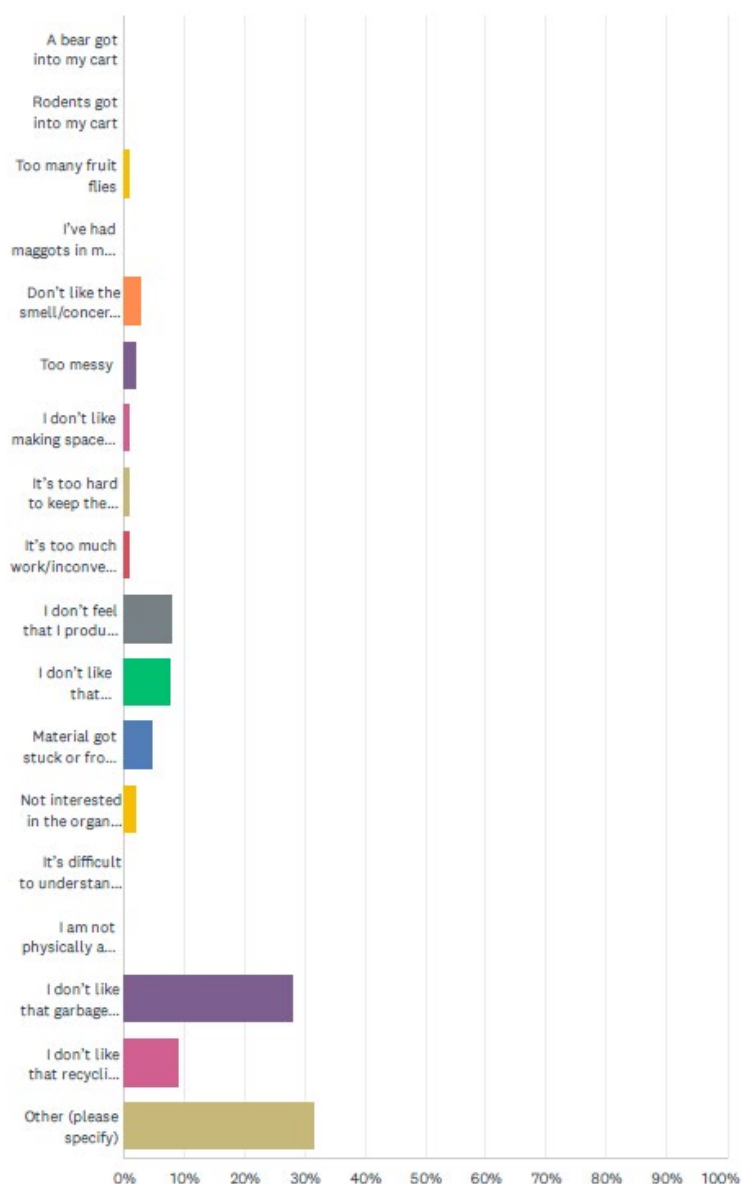
“I am happy to be putting as much unnecessary waste in the garbage as well as helping the environment in many ways. My kids have begun to understand and do their part to make sure food waste goes into the compost.”

There were a few comments in the other section that reflect a positive program assessment but include comments about experiencing a challenge with biweekly garbage collection.

\*The question format of asking for a top reason (versus ‘select all that apply’) was intentional in order to learn what reason, over others, shifted to the top reason when given only one option.

Q16 Why has curbside organic waste collection been a fair or poor experience so far? Please choose your top reason (or provide your own in the comment box)

Answered: 209 Skipped: 524



**The reasons\* for respondents having a fair or poor experience are:**

“Other” (**31.6%**) (See below for comments)

“I don’t like that garbage is biweekly” (**28.2%**)

“I don’t like that recycling is biweekly” (**9.1%**)

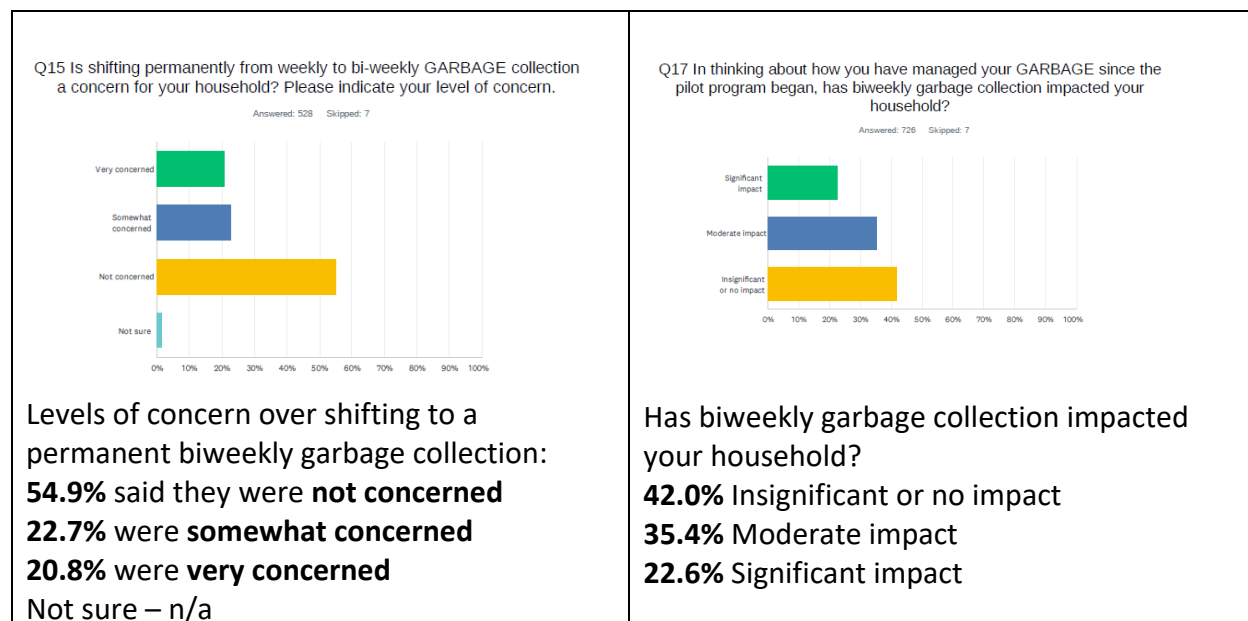
“I feel I don’t produce enough organic waste to participate in this program” (**8.1%**)

“I don’t like that compostable plastic bin liners aren’t accepted in the pilot program” (7.7%)  
 “Material got stuck or frozen inside the cart” (4.8%)  
 “Don’t like the smell/concerned about odours” (2.9%)  
 “Too messy” (1.9%)  
 “Not interested in the organics program” (1.9%)  
 “Too many fruit flies” (1.0%)  
 “I don’t like making space/don’t have room for a third cart” (1.0%)  
 “It’s too hard to keep the curbside cart clean” (1.0%)  
 “It’s too much work/inconvenient” (1.0%)  
 “A bear got into my cart” (0.0%)  
 “Rodents got into my cart” (0.0%)  
 “I’ve had maggots in my cart” (0.0%)  
 “It’s difficult to understand and follow” (0.0%)  
 “I am not physically able to use it” (0.0%)

**Of the 31.6% (66 people) that chose the “Other” answer option:** Many of these ‘Other’ comments cited multiple reasons from the list of options provided. As with the previous question, the format was intentional to try to support the objective of aiming to discover the top reason users had a fair or poor experience. The most cited comments in the ‘Other’ section were about disliking biweekly garbage and recycling collection.

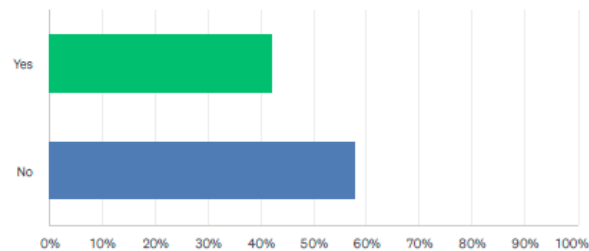
## Program Considerations and Concerns – Garbage Collection Frequency

The pilot program is testing biweekly garbage/recycling with weekly organics, a collection format popular in other communities. The next section compares users’ perspectives on the shift in collection frequency at the beginning of the pilot to perceived impact at the mid-point.



Q18 Have you had excess garbage during the pilot program that didn't fit in your garbage cart?

Answered: 726 Skipped: 7



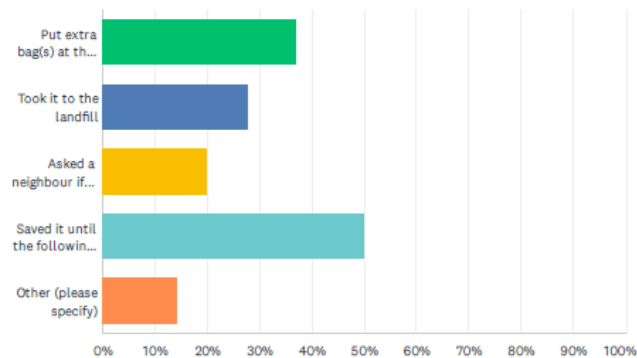
**Have you had excess garbage?**

**57.7% - No**

**42.3% - Yes**

Q19 What did you do with your excess garbage? (Select all that apply)

Answered: 307 Skipped: 426



**What did you do with it?**

“Saved it until the following garbage day” **(50.2%)**

“Put extra bag(s) at the curb on garbage day (permitted during pilot)” **(36.8%)**

“Took it to the landfill” **(27.7%)**

“Asked a neighbour if they had extra room in their garbage cart” **(19.9%)**

“Other” **(14.3%)** (See comments below)

**Of the 14.3% (44 people) that chose the “Other” answer option:**

50% of the comments referenced taking excess garbage to work bins or other bins/dumpsters around town such as apartment complexes, open dumpsters, City bins, to a friend’s house.

**Other comments include:**

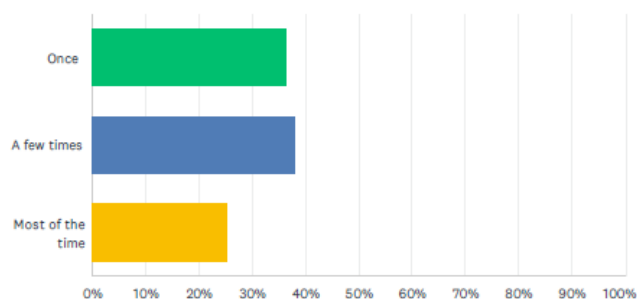
“We ordered a bigger can”

“Took to rural transfer station”

“Stacked it on top”

Q20 How frequently have you placed excess garbage at the curb since the pilot program began?

Answered: 307 Skipped: 426



**How frequently have you placed excess garbage the curb?**

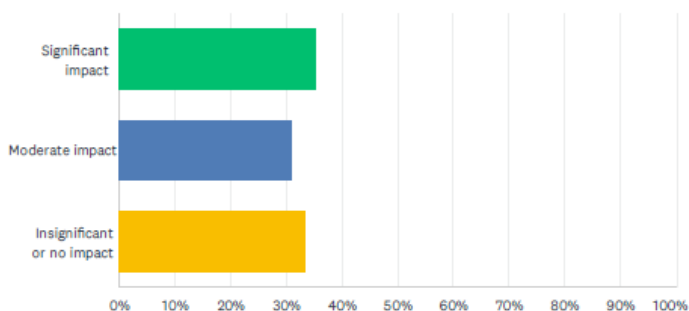
**"A few times" (38.1%)**

**"Once" (36.5%)**

**"Most of the time" (25.4%)**

Q21 Over the Christmas holidays, there were multiple statutory holidays that resulted an extended length of time between garbage collection days. Did the holiday collection schedule impact your household?

Answered: 725 Skipped: 8



**Did the holiday garbage collection schedule impact your household?**

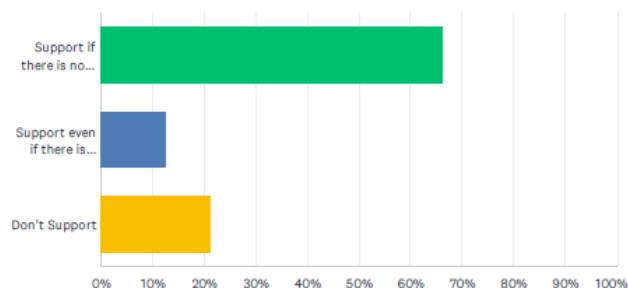
**"Significant impact" (35.3%)**

**"Moderate impact" (31.2%)**

**"Insignificant impact" (33.5%)**

Q22 Currently, the City's garbage collection schedule shifts when there is a statutory holiday, which occasionally results in an extended period of time between collection days. If it was an option, would you support a move to a set schedule for garbage collection (ie. your collection day would always fall on the same day of the week (biweekly), even on stat holidays)?

Answered: 725 Skipped: 8



**Would you support a move to a set schedule for garbage collection? (i.e. same day of the week, biweekly)**

**“Support if there is no extra cost” (66.2%)**

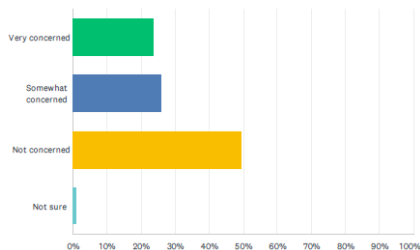
**“Support even if there is some extra cost” (12.6%)**

**“Don’t support” (21.2%)**

## Program Considerations and Concerns – Recycling Collection Frequency

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

Answered: 530 Skipped: 5



Levels of concern over shifting to a permanent biweekly recycling collection:

**49.4% said they were not concerned**

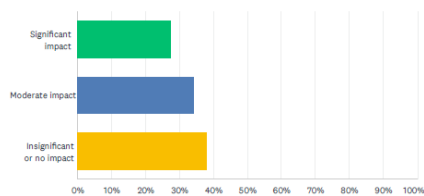
**20.6% were somewhat concerned**

**23.7% were very concerned**

Not sure – n/a

Q23 In thinking about how you have managed your RECYCLING since the pilot program began, has biweekly recycling collection impacted your household?

Answered: 724 Skipped: 9



Has biweekly recycling collection impacted your household?

**38.1% Insignificant or no impact**

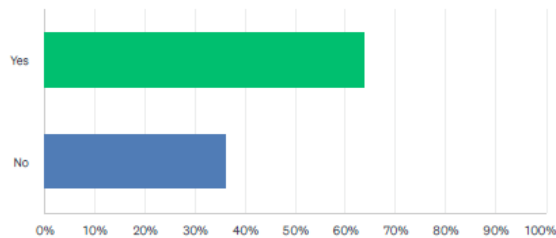
**34.4% Moderate impact**

**27.5% Significant impact**



Q24 Have you had excess recycling during the pilot program that didn't fit in your recycling cart?

Answered: 724 Skipped: 9



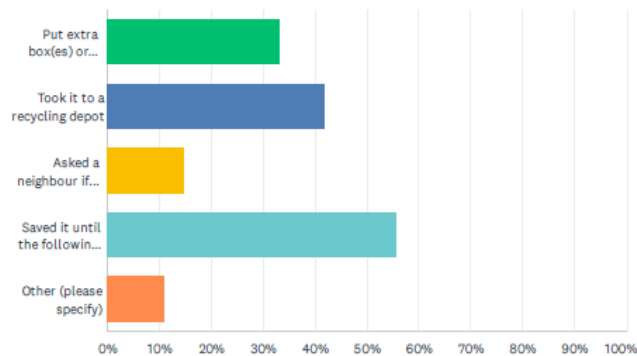
**Have you had excess recycling?**

**63.4% - Yes**

**36.3% - No**

Q25 What did you do with your excess recycling? (Select all that apply)

Answered: 460 Skipped: 273



**What did you do with it?**

“Saved it until the following recycling day” **(55.7%)**

“Took it to a recycling depot” **(41.7%)**

“Put extra boxes/totes at the curb on recycling day (permitted during pilot)” **(33.3%)**

“Asked a neighbour if they had extra room in their recycling cart” **(14.8%)**

“Other” **(10.9%)** (See comments below)

**Of the 10.9% (50 people) that chose the “Other” answer option:**

26% of the comments referenced putting excess recycling into the garbage/landfill

24% referenced taking it to work

**Other comments include:**

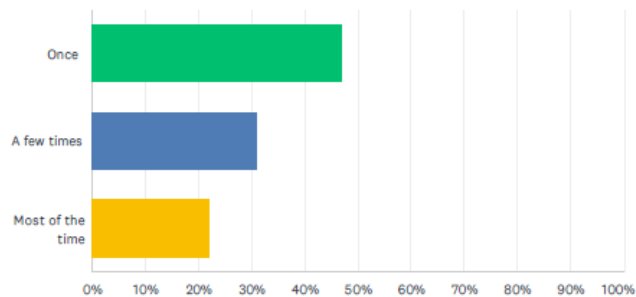
“Purchased a second (recycling cart)”

“I did not realize we could put extra bags out...”

“Placed extra recycling at the curb, but they weren’t picked up”

Q26 How frequently have you placed excess recycling at the curb since the pilot program began?

Answered: 460 Skipped: 273



**How frequently have you placed excess recycling the curb?**

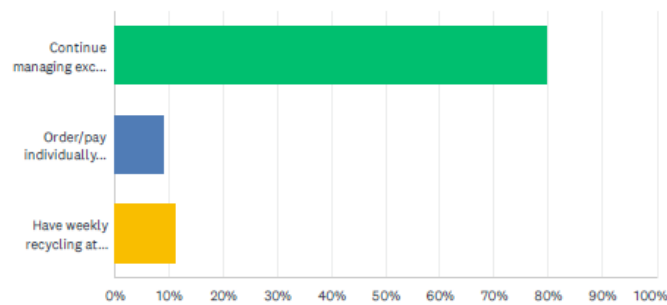
**“Once” (47.0%)**

**“A few times” (31.1%)**

**“Most of the time” (22.0%)**

Q27 Regarding recycling collection, if you had the choice, would you want to: (pick one)

Answered: 723 Skipped: 10



**If you had a choice regarding recycling collection frequency, would you:**

**“Continue managing excess recycling by placing it at the curb when necessary at no extra cost” (79.7%)**

**“Have weekly recycling at an extra cost to everyone” (11.3%)**

**“Order/pay individually for a larger or additional recycling cart for your household” (9.0%)**

## Program Considerations and Concerns

The following section compares initial perceived concerns with current perceived impacts, with the aim to discover how initial concerns translated into actual impact.

In survey #1, respondents who said YES to participating in the program were provided a list of ten topics that had emerged as top concerns in phase 1 of community engagement in 2020.

The top three concerns (using a weighted average) for those who said they intended to participate were about the possibility of attracting **fruit flies** and **rodents** and **cart cleanliness**. (see table 1.1 - *Top Concerns Cited in Survey #1* - below)

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

Table 1.1 – Top Concerns Cited in Survey #1

In survey #2, respondents were presented with a list of most of the same concerns plus a few more topics that have emerged as concerns for some residents since the pilot started – namely limitations with the types of bin liners accepted and material freezing or sticking inside the cart.

From the list of concerns, the three with the most significant impact (using a weighted average) are **limitations with the types of bin liners accepted, material freezing or sticking** inside the cart, and **cart cleanliness**. (see table 1.2 Table 1.2 -Top Concerns/Impacts Cited in Survey #2 - below).

Q28 The following are some concerns raised by residents prior to and since the organics pilot program began. Please indicate the level of impact that the following have had, if any, on your household.

Answered: 719 Skipped: 14

	NO IMPACT OR INSIGNIFICANT IMPACT ON MY HOUSEHOLD	SOME IMPACT ON MY HOUSEHOLD BUT WE ARE MANAGING	SIGNIFICANT IMPACT ON MY HOUSEHOLD - IT IS HINDERING ME OR PREVENTING ME FROM USING THE PROGRAM	TOTAL	WEIGHTED AVERAGE
Bear activity (bear encounter with organics cart)	84.56% 608	11.54% 83	3.89% 28	719	1.19
Rodent activity	79.97% 575	15.30% 110	4.73% 34	719	1.25
Fruit flies inside	50.90% 366	37.83% 272	11.27% 81	719	1.60
Maggots in my organics cart	77.61% 558	16.69% 120	5.70% 41	719	1.28
Odours inside	48.40% 348	40.47% 291	11.13% 80	719	1.63
Mess inside	53.55% 385	34.77% 250	11.68% 84	719	1.58
Finding the space to store my curbside organics cart	68.15% 490	23.23% 167	8.62% 62	719	1.40
Keeping my organics cart clean	32.96% 237	48.54% 349	18.50% 133	719	1.86
Odours outside	58.69% 422	31.29% 225	10.01% 72	719	1.51
Material has gotten stuck or frozen inside my organics cart	25.17% 181	53.27% 383	21.56% 155	719	1.96
Limitations with types of bin liners accepted in the pilot (i.e. compostable plastic not accepted)	43.81% 315	34.08% 245	22.11% 159	719	1.78

Table 1.2 – Top Concerns/Impacts Cited in Survey #2

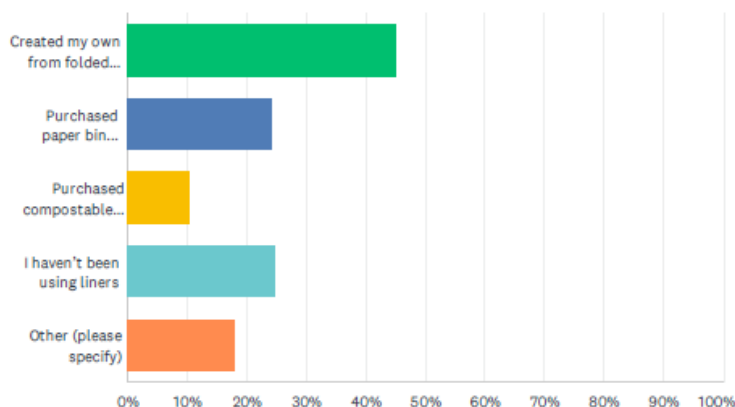
Fruit flies and rodent activity, which were cited as top concerns in survey #1, did not translate into as much impact as users initially expected. However, the top concerns may shift with the season (i.e. fruit flies, rodent or wildlife activity). A third survey at the end of the pilot will ask the same questions again and will reflect a trend over time across the entire pilot (all seasons).

There was also an “Other” answer option, for respondents to share additional concerns. There were 130 responses provided. The “Other” responses from this question are quite varied, many reflect the timing of the survey with respect to the topics already included in the list with expanded comments, and many reflect overall feedback from other comment sections on the survey. For the purposes of this summary report we have summarized all comment categories later in this report.

## Bin Liners

Q29 During the pilot program, the City is only allowing paper bin liners for kitchen bins, which can be made from folded newspaper or purchased at retailers. Please tell us what type of kitchen bin liners you have used, if any, during the pilot program? (Select all that apply)

Answered: 719 Skipped: 14



### What have you been using for kitchen bin liners?

“Created my own from folded newspaper” (45.2%)

“I haven’t been using liners” (24.8%)

“Purchased paper bin liners” (24.3%)

“Purchased compostable plastic bag liners” (10.4%)

“Other” (18.2%)

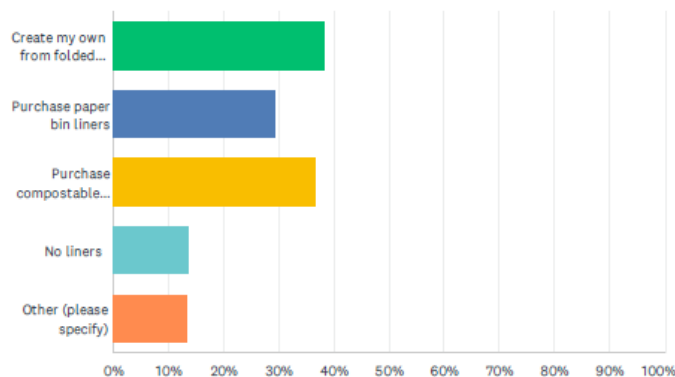
### Of the 18.2% (131 people) that chose the “Other” answer option, comments varied:

Many reference using paper bags, paper towel, crumpled/layered newspaper, wrapping in newspaper, paper bags or boxes from takeout, parchment paper, paper shopping bags, used pizza boxes, large yard waste bags. Some comments reflect a concern over increased cost for

purchasing liners, bags or paper. Some comments were not related to bin liners; these are included in the summary of all comment categories later in this report.

Q30 If/when the organics program is introduced to a full community program, what would your preference be for kitchen bin liners? (Select all that apply)

Answered: 719 Skipped: 14



**What would be your preference be for kitchen bin liners for an ongoing community-wide program?**

“Create my own from folded newspaper” (38.4%)

“Purchase compostable plastic bag bin liners” (36.6%)

“Purchase paper bin liners” (29.5%)

“No liners” (13.6%)

“Other” (13.5%)

**Of the 13.5% (97 people) that chose the “Other” answer option:**

20% indicated they think the City should provide liners

Many comments reflect cost as a consideration, for example, “whatever I can use that I would not have to purchase”

## Items Accepted in the Organics Cart

Q31 Are there items you feel should be accepted in the organics cart, that are not currently accepted?

Answered: 443 Skipped: 290

This question elicited a variety of answers, sampled below:

Compostable bags/liners

Diapers

Small pieces of wood /larger sticks

Disinfectant wipes

Animal waste

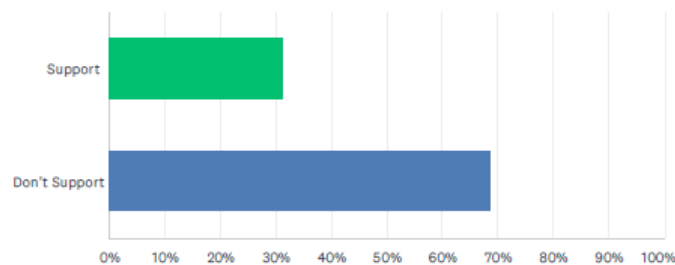
Textiles  
Cat litter  
Butcher paper from meats/cheeses  
Dirt, rocks  
Beeswax wrap  
Wax paper  
Wrapping paper tissue  
Used tissue  
Guinea pig hay  
Takeout boxes with waxed lining  
Egg cartons, paper cup/food trays  
Cotton balls/Q-tips

In a full community-wide program, some of the above-listed items may be able to be accepted, such as compostable bags and pet waste. Other items are accepted already, such as used tissue, paper takeout containers (soiled), and guinea pig hay, so this reflects the need for a robust communications plan and ongoing education to support a community-wide program. Some items, such as textiles, are not considered as an organic item and would never be accepted in an organic waste program.

## Cart Washing

Q32 In thinking about cart cleanliness, in implementing a permanent organics program, would you support including a cart washing service up to 4 times per year, for an extra cost?

Answered: 719 Skipped: 14



**Would you support a cart-washing service up to four times per year, for an extra cost?**

Support (31.3%)

Don't support (68.7%)



## Levels of Confidence in Understanding Aspects of the Pilot Program

The next section compares levels of confidence in understanding various aspects of the program from perceived knowledge prior to the pilot program starting, with confidence levels at the mid-point, with an expectation that levels of understanding would increase over the duration of the pilot through further awareness and education.

In Table 2.1 below - *Confidence Levels Cited in Survey #1* - using a weighted average, the areas with the **lowest levels of confidence** (highlighted in red) in understanding were **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 were 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

Table 2.1 – Confidence Levels in Survey #1

In Table 2.2 below - *Confidence Levels Cited in Survey #2* - using a weighted average, the areas with the **lowest levels of confidence** (highlighted in red) in understanding are **how to prevent material from sticking in the cart, how to report an issue, and how to prevent/manage odours outside**. The areas most understood were the same as in survey #1 - what items are accepted in the organics cart, and the frequency of collection for both organics, and garbage/recycling. The data here also suggest that ongoing education on various aspects of the program are key, for example, on how to report an issue, and where to find resources and information.

### Q33 At this point in the pilot program, how confident are you in your level of understanding the following:

Answered: 718 Skipped: 15

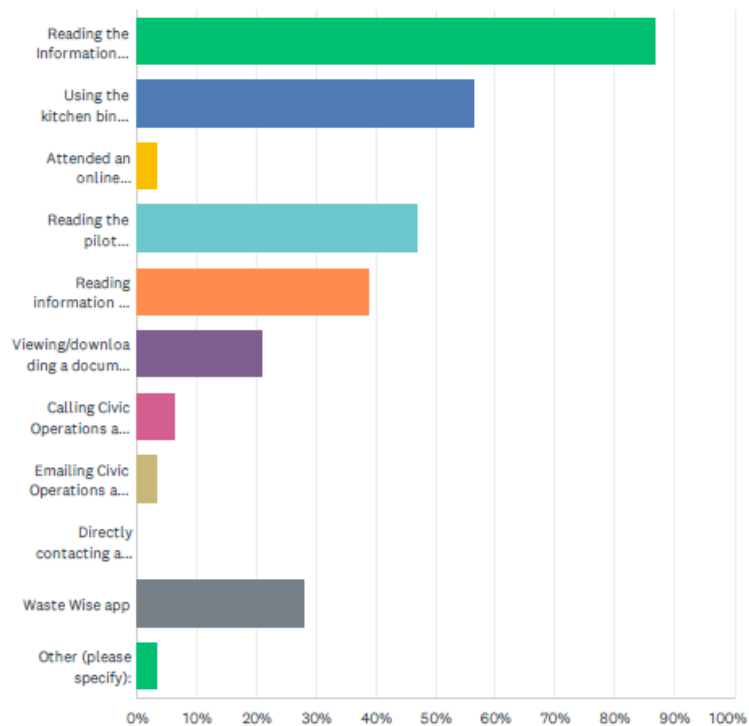
	VERY CONFIDENT IN LEVEL OF UNDERSTANDING	SOMEWHAT CONFIDENT IN LEVEL OF UNDERSTANDING	NOT CONFIDENT IN LEVEL OF UNDERSTANDING	TOTAL	WEIGHTED AVERAGE
What is accepted in the program	74.23% 533	22.70% 163	3.06% 22	718	1.29
What is not accepted in the program	68.80% 494	27.72% 199	3.48% 25	718	1.35
How often garbage and recycling is collected during the pilot program	87.47% 628	9.75% 70	2.79% 20	718	1.15
How often organics are collected during the pilot program	91.78% 659	6.27% 45	1.95% 14	718	1.10
What to do with excess garbage or recycling	66.71% 479	24.51% 176	8.77% 63	718	1.42
How to use the kitchen bin and the organics cart (i.e. use of bin liners, layering wet/dry material in the carts)	68.11% 489	25.63% 184	6.27% 45	718	1.38
How to prevent/manage odours inside	49.86% 358	35.52% 255	14.62% 105	718	1.65
How to prevent/manage insects inside	46.94% 337	35.52% 255	17.55% 126	718	1.71
How to prevent/manage odours outside	43.59% 313	37.74% 271	18.66% 134	718	1.75
How to help prevent wildlife attraction outside	48.75% 350	35.24% 253	16.02% 115	718	1.67
How to prevent material getting stuck inside the cart	38.44% 276	41.64% 299	19.92% 143	718	1.81
How to report an issue	42.90% 308	36.07% 259	21.03% 151	718	1.78

Table 2.2 – Confidence Levels in Survey #2

## Communication Tools

Q34 Please indicate which communication methods or platforms you have used in gaining knowledge or understanding about the program (select all that apply):

Answered: 714 Skipped: 19



### What communication methods/platforms have you used to gain knowledge or understanding?

“Reading the Information Guide that was delivered with the kitchen bin” (86.7%)

“Using the kitchen bin sticker decal that was delivered with the kitchen bin” (56.6%)

“Reading the pilot newsletters (info, updates, tips, links, resources, etc.)” (47.2%)

“Reading information on the pilot participants’ website at Kamloops.ca/OrganicsPilot” (39.1%)

“Waste Wise app” (28.2%)

“Viewing/downloading a document from Kamloops.ca/OrganicsPilot” (20.9%)

“Calling Civic Operations and speaking with a City staff member” (6.4%)

“Attended an online information session with City staff in August/Sept. 2021” (3.5%)

“Emailing Civic Operations at civicoperations@kamloops.ca” (3.5%)

“Other” (3.5%) See comments below

“Directly contacting a City Councillor/Mayor” (0.3%)

**Of the 3.5% (25 people) that chose the “Other” answer option:**

Relevant comments here included “Other neighbours and composters”, “Facebook community page”, “Local Media – Armchair Mayor”.

The data here corroborate many aspects of the pilot communication plan including a robust Information Guide delivered prior to the program start, a decal delivered with the kitchen bin, topical newsletters to a targeted audience, and a dedicated website and web content for organics. It is also encouraging to see that over 28% of respondents use the Waste Wise app.

Next, we asked respondents for their comments and suggestions specifically around pilot program communications tools and resources.

**Q35 Thinking about the pilot program communication tools and resources, do you have any comments or suggestions?**

Answered: 368 Skipped: 365

**There were many comments reflecting positive feedback on the communication.**

**Some relevant comments for enhanced communication include or reference:**

A preference of paper copies to be available for those with limited technology (e.g. seniors)

Educating the public on why it is important to get organics out of the landfill

Live demos

Use of social media for info and tips

Information sessions on a regular basis until everyone is educated on the program

Statistics on the amount (composted) and comparisons to previous years

A guide showing the process – pick up, drop-off, and where it ends up

Friendly reminders and encouragement to participate for those who forget or are resistant

Dispelling myths (such as rodent activity)

Clarity that organics information is available on the Waste Wise app

Fridge magnet

How-to videos, short videos on local TV

Info sheets (guides) for multiple suites in a house

Newsletters/reminders sent by email

Feedback from this question will be taken into account in the design of a communications and outreach program to support the launch of a community-wide organics program.

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

**Q36 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: 468   Skipped: 265

There were 468 responses to this question. As well, comments from previous survey questions that included “other” comment boxes where the respondent included a comment that did not relate to the question were compiled into this section. In addition, if some comments included several concerns, each concern was noted. There was a total of 595 comments/ concerns tallied into the following categories:

Positive comments	114
Concern with biweekly garbage and recycling	68
Concern with biweekly garbage	46
Will not participate/ do not support	44
Would like to see more options for bin liners	41
Concern with biweekly recycling	40
Ideas/ concerns about communications	31
Concerns about costs	29
Backyard composters/ opt-out	27
Bin size (too large or too small)	24
Timing of the survey	23
Odours and insects	18
Bears	16
Cart cleanliness	14
Material stuck	13
Negative comment	13
Recycling program concerns	11
Seasonal biweekly organics	10
Processing	9
Kitchen bin concerns	4

**Below are some representative comments pulled from the survey:**

"I didn't want it originally, but, once we started using it, it's been the best thing ever. This program should be implemented for the whole community for sure!"

"I'm very happy with this program. I once thought it would be a bother to throw waste in another bin but I find the little bin very useful under the sink...Convenient to the sink / counters / chopping board when working with food, it's handy to throw food into."

"Create incentives. Bin liners, weekly service for all bins or choice is left up to household depending on the needs that week. Save us money. Stop looking for way to charge residents more money."

"There are only 2 of us in our household and we don't have enough organic waste. I would be more amenable if I could use compostable plastic bags."

"I really don't understand why the city is cutting both recycling and garbage pickup to have weekly organics pickup. I know that some cities like Kelowna, replace one or the other once a month to allow yard waste pickup. I can't store the bin outside. It would be close to my neighbours front door and I like the neighbors! It seems like a huge waste of space during the winter when I suspect many people would not have enough organic household waste to come close to filling it."

"I don't want to have to pay for something good I'm trying to do. Especially now that my garbage and recycling are now half of what I've been paying for."

"We have not yet gone through a spring/summer with this program, so the real impact from rodents, bears, insects/maggots, etc. cannot be properly assessed. Cleaning the inside of my recycling bin poses problems since there is no easy way to clean/hose it out without creating waste on/in my lawn/driveway that is not easily dealt with. Also, the inside organics bin is not large enough for a family of four and often has to be emptied more than once a day."

"A larger one for spring and fall clean-up. There could be trouble without a newspaper!!"

"I could not afford any extra cost. Don't like the mess and smell. Don't like that garbage is only picked up biweekly."