



Let's Talk Organics

Organics Pilot Program - Summary Report of Surveys #1–#3

Curbside Organic Waste Collection Project - Phase 2 Pilot Program - Summary Report of Surveys #1–#3

Engagement activities for Phase 2 of the Curbside Organic Waste Collection Program–Pilot Program–included a series of surveys at the beginning, middle, and end of the pilot program. The intent of the surveys was to consult with residents on pilot routes, to gather feedback on what worked 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.

Survey #1: Open September 22 to October 29, 2021 - 535 responses (24% overall response rate)

Survey #2: Open February 16 to March 14, 2022 - 733 responses (33% overall response rate)

Survey #3: Open September 9 to 30, 2022 - 630 responses (28% overall response rate)

The surveys were promoted primarily through the pilot newsletter (initial announcement plus follow-ups) and through geotargeted Waste Wise app notifications. Promotion for surveys #2 and #3 included a mailout sent to all residences on pilot routes. Between seven and 12 paper surveys were mailed in for each survey.

This report compares the data from the final survey to baseline data and mid-point data to identify potential pilot program trends. The final survey also included some new questions.

About You/Your Household

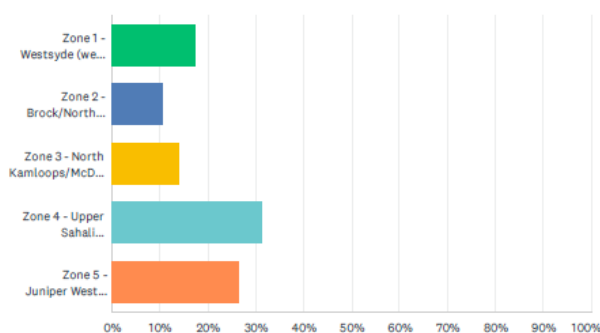
The first set of questions determine where respondents live, number of household residents, attitudes, and support levels (including for a subsegment of self-identified home composters).

Where Survey Respondents Live

Survey #1 - Baseline

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

Answered: 535 Skipped: 0



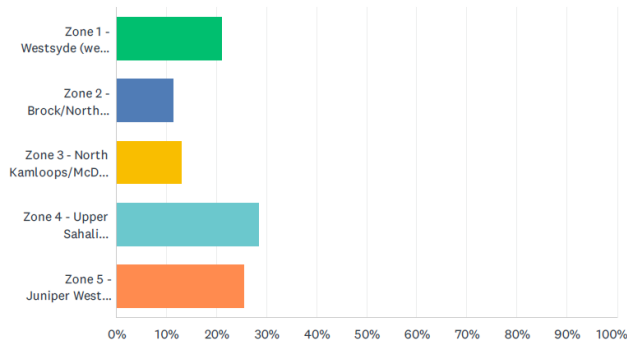
Survey respondent breakdown by zone/route:

- **31.4%** Upper Sahali
- **26.5%** Juniper West/Valleyview
- **17.4%** Westsyde
- **14.0%** North Kamloops/McDonald Park
- **10.6%** Brock/North Kamloops

Survey #2 - Mid-point

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

Answered: 733 Skipped: 0



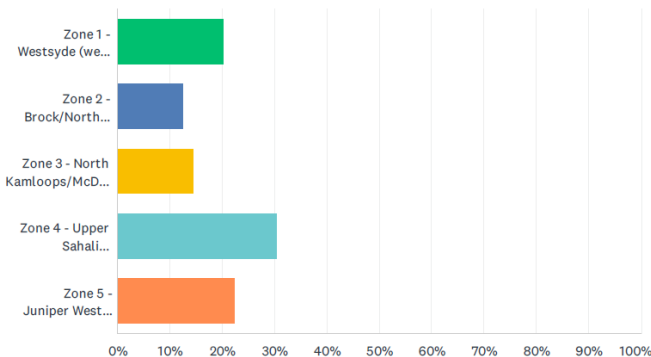
Survey respondent breakdown by zone/route:

- **28.6%** Upper Sahali
- **25.6%** Juniper West/Valleyview
- **21.1%** Westsyde
- **13.1%** North Kamloops/McDonald Park
- **11.4%** Brock/North Kamloops

Survey #3 - Final

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

Answered: 630 Skipped: 0



Survey respondent breakdown by zone/route:

- **30.5%** Upper Sahali
- **22.3%** Juniper West/Valleyview
- **20.2%** Westsyde
- **14.4%** North Kamloops/McDonald Park
- **12.5%** Brock/North Kamloops

The final survey saw a higher response rate from residents in Brock/North Kamloops and North Kamloops/McDonald Park areas relative to the response rate in these areas in the previous two surveys.

Concurrently, the proportion of responses from residents in the Juniper West/Valleyview areas was lower in survey #3.

Sahali had the highest proportion of responses in the first and third surveys, while Westsyde had the highest proportion of responses in the second survey.

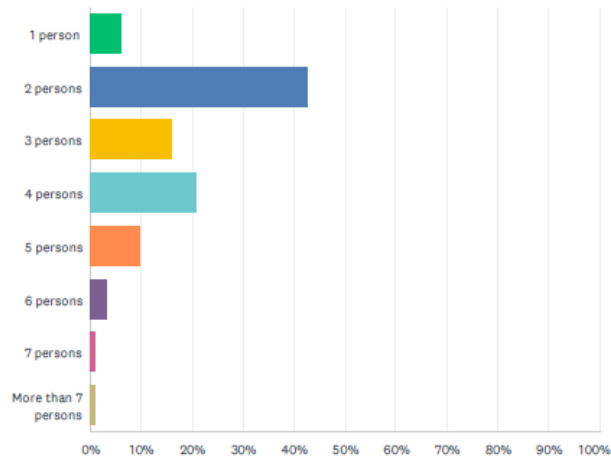
Overall, the breakdown of respondents by neighbourhood was the same for all surveys, with Sahali residents participating the most, and Brock/North Kamloops residents participating the least.

Respondent Household Size

Survey #1 - Baseline

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

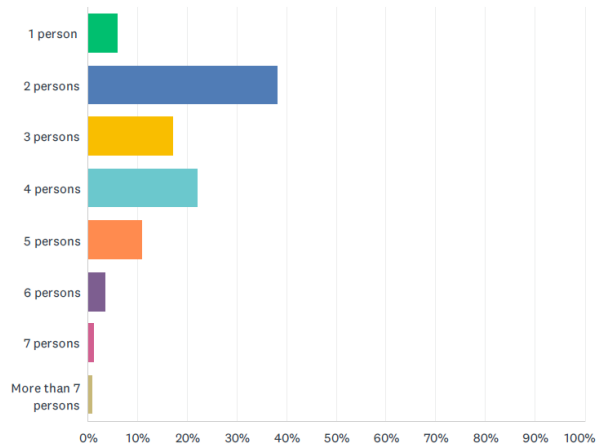
Answered: 535 Skipped: 0



Survey #2 - Mid-point

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

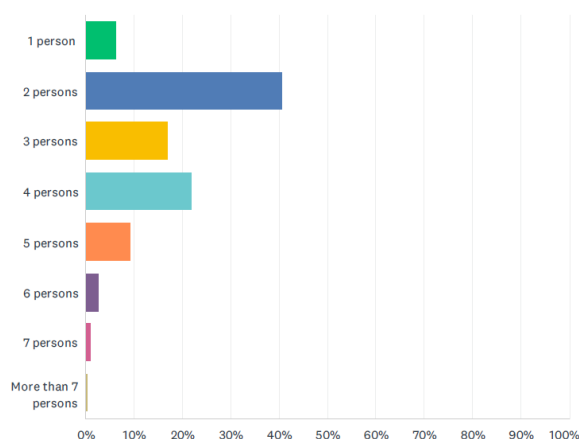
Answered: 733 Skipped: 0



Survey #3 - Final

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

Answered: 630 Skipped: 0



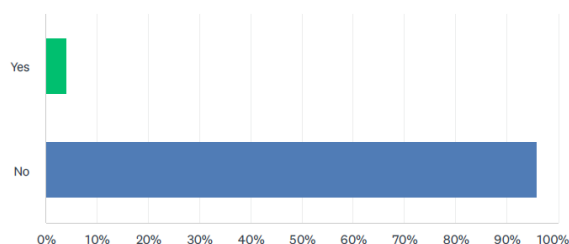
Following the trend of the first two surveys, the majority of respondents from the third survey have household sizes between two and four people.

Respondents in Secondary Suites

Survey #3 only - New Questions

Q3 Do you live in a secondary suite or carriage house?

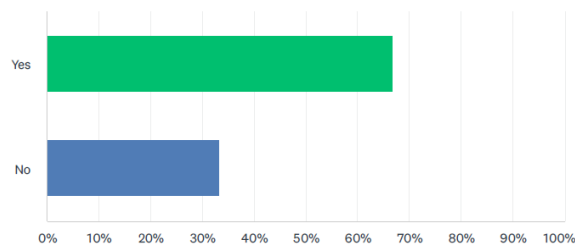
Answered: 630 Skipped: 0



The final survey asked some new questions in order to gain insight into secondary suites and whether curbside containers were shared. Of the 630 total survey respondents across the five pilot routes, **4% (25 households)** said they lived in a secondary suite.

Q4 Do you share solid waste containers with the primary household?

Answered: 24 Skipped: 606



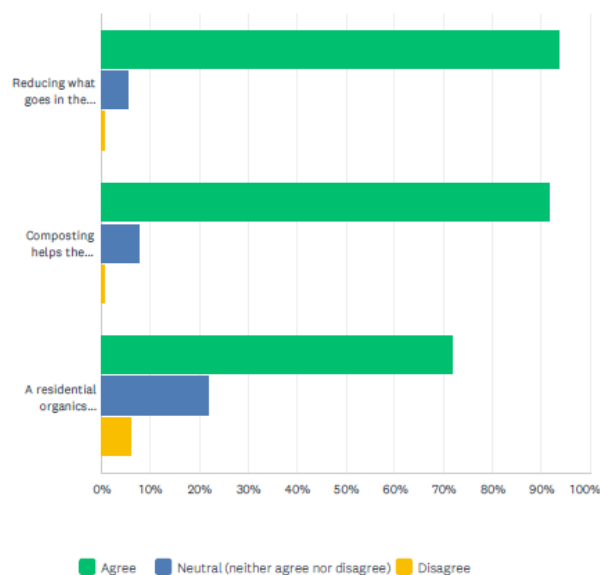
Of those who live in secondary suites, **two-thirds (16* households)** said they share containers with the primary household. (*Note: only 24 respondents answered the follow-up question #4 while 25 respondents answered the initial question).

Respondent Attitudes

Survey #1 - Baseline

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

Answered: 534 Skipped: 1



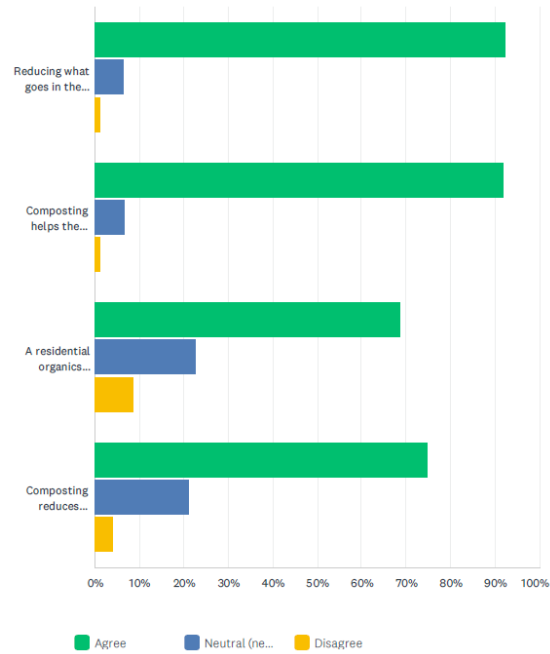
Agreement with four statements about composting/organic waste collection did not change. A majority of respondents agreed:

- "Reducing what goes in the landfill is the right thing to do" (**94%/92%/90%**)
- "Composting helps the environment" (**92%/92%/89%**)
- "A residential organics collection program in Kamloops is long overdue" (**72%/69%/70%**)
- "Composting reduces greenhouse gas emissions" (survey #2 [**75%**] and #3 [**72%**] only)

Survey #2 - Mid-point

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

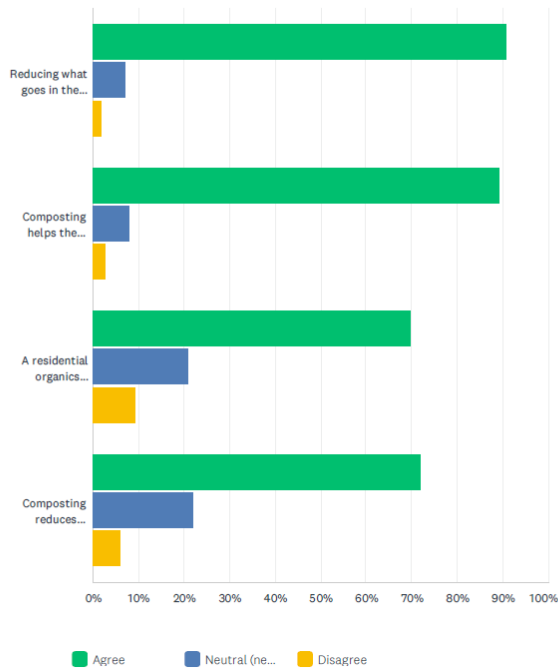
Answered: 733 Skipped: 0



Survey #3 - Final

Q5 Please indicate your level of agreement with the following statements:

Answered: 623 Skipped: 7



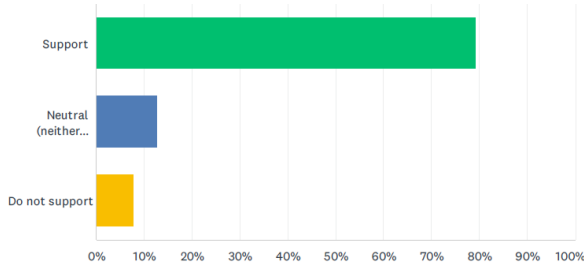
Respondent Support of a Residential Organics Program

Similarly, a majority of respondents indicated support for a residential curbside organics program throughout all three surveys.

Survey #1 - Baseline

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

Answered: 533 Skipped: 2

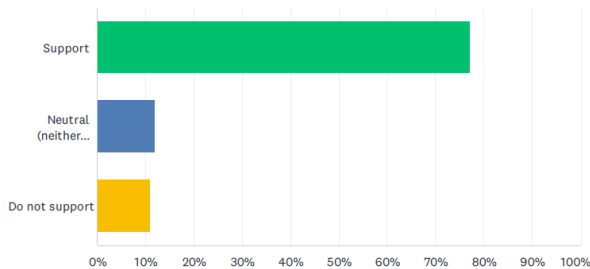


- **79.3%** support
- **12.7%** neutral
- **7.9%** do not support

Survey #2 - Mid-point

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

Answered: 733 Skipped: 0

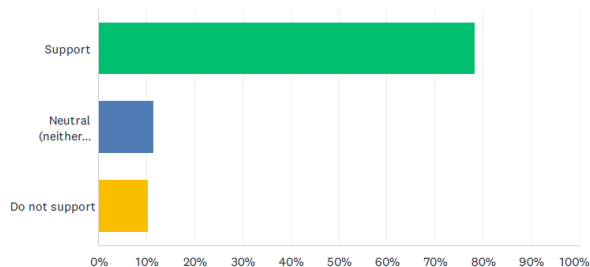


- **77.8%** support
- **12.0%** neutral
- **10.9%** do not support

Survey #3 - Final

Q6 In general, what is your level of support for a residential curbside organic waste collection program in Kamloops?

Answered: 623 Skipped: 7



- **78.1%** support
- **11.6%** neutral
- **10.3%** do not support

Home Composters

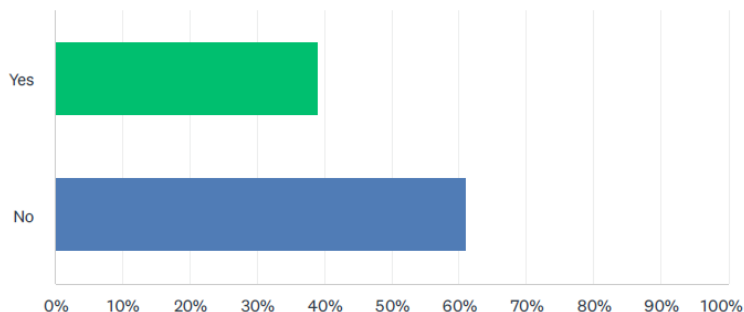
One objective of the surveys was to discover attitudes and behaviours of residents who compost at home. As the curbside organics program can accept items that should not be or are not commonly composted at home (e.g. meat, oils, greasy/food-soiled paper), this series of questions aims to provide insight into the attitudes of this segment of residents towards organic waste collection, and whether these attitudes changed over the duration of the pilot program.

Number of Respondents Who Are Home Composters

Survey #1 - Baseline

Q5 Are you a home/backyard composter?

Answered: 534 Skipped: 1

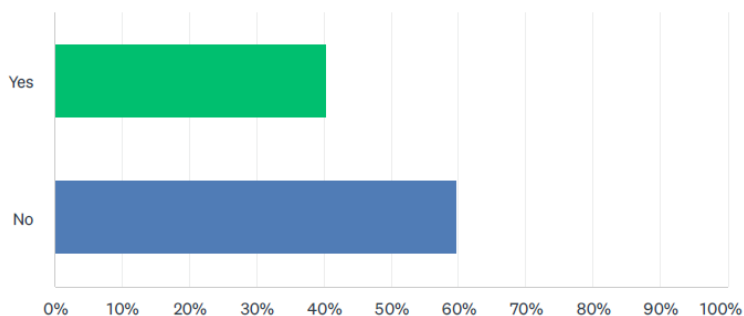


- **40%** yes
- **60%** no

Survey #2 - Mid-point

Q5 Are you a home/backyard composter?

Answered: 733 Skipped: 0

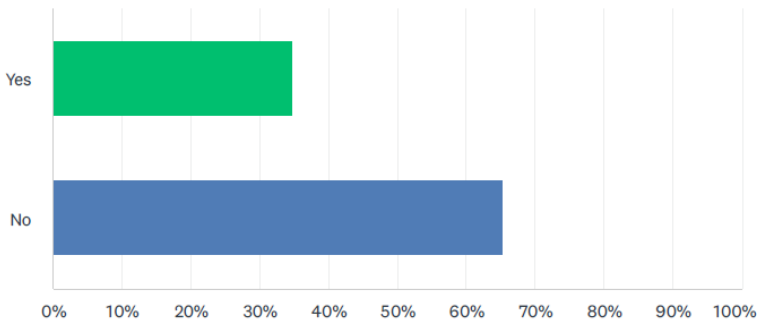


- **40%** yes
- **60%** no

Survey #3 - Final

Q7 Are you a home/backyard composter?

Answered: 623 Skipped: 7



- **35% yes**
- **65% no**

In the first two surveys, the split between those who compost and those who do not was identical at 40% yes to 60% no.

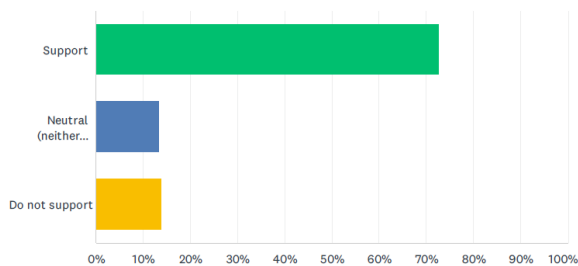
In the final survey, the ratio of home composters among survey respondents decreased slightly to 35%. This could be a result of some home composters switching entirely to curbside collection (see question #10, survey #3 [p. 12]): some home composters indicate they have/are doing this).

Home Composters' Support of a Residential Curbside Organics Program

Survey #1 - Baseline

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

Answered: 209 Skipped: 326



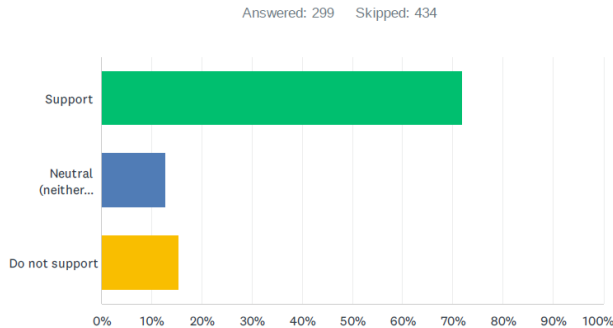
Of the 40.0% of survey respondents who compost at home:

- **72.7% support** organic waste collection
- **13.4%** had a **neutral** position
- **13.8% do not support** such a program

In the baseline survey, to gain insight into why home composters did not support the program (29 respondents in this category), 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.

Survey #2 - Mid-point

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

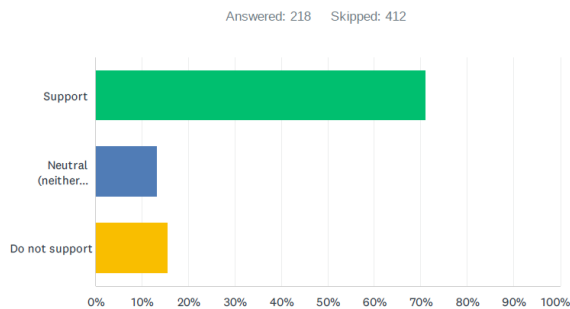


Of the 40.0% of survey respondents who compost at home:

- **71.9% support** organic waste collection
- **12.7%** had a **neutral** position
- **15.3% do not support** such a program

Survey #3 - Final

Q8 As a backyard composter, what is your level of support for a residential curbside organic waste collection program?



Of the 35.0% of survey respondents who compost at home:

- **71.1% support** organic waste collection
- **13.3%** had a **neutral** position
- **15.6% do not support** such a program

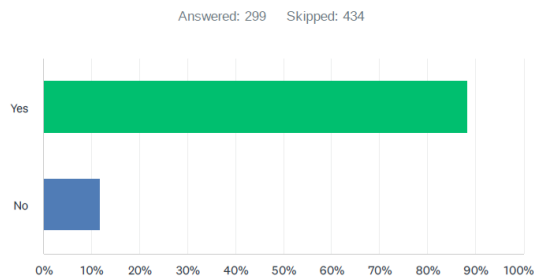
All three surveys showed similar majority support among the home composting segment for a curbside organics program.

Although the second and third surveys showed a slight upward trend in home composters indicating they do not support the program, of that same segment, 88% and 93%, respectively, did participate by placing their cart out at least once during the pilot (see next section).

How Often Home Composters Are Using The Program

Survey #2 - Mid-point

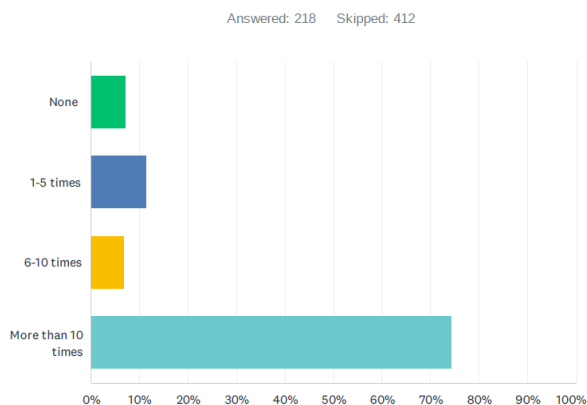
Q7 Have you put your organics cart out for collection at least once since the program began?



At the mid-point, of the 40.0% of survey respondents who compost at home, **88%** said they participated in the pilot by putting out their organics cart at least once.

Survey #3 - Final

Q9 How many times have you put out your organics cart since the pilot program started?



By the end of the pilot, **93%** had placed their cart out at least once, with the majority of home composters using the program at least semi-regularly:

- **7.34%*** had not placed the cart out at all
- **11.47%** 1–5 times
- **6.88%** 6–10 times
- **74.31%** more than 10 times

The discrepancy between the percentage of home composters who said they did not support the program and the percentage of the same group who placed their carts out at least once may reflect seasonal usage, with yard waste being a top choice for use of their organics cart (see next section).

*The segment of home composters that have never placed their cart out was asked in survey #3, question #11 (p. 13), what they did with items that should not or cannot go in home composting. Able to “select all that apply”, 50% (8 people) indicated they do not waste food/food-soiled paper, while 37.5% (6 people) said they throw these items in the garbage. The three other answers referenced putting these items into home composting anyways, and feeding chickens.

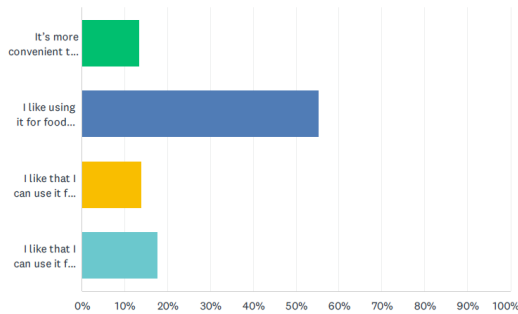
What Home Composters Use The Organics Cart For

Survey #2 - Mid-point

What do home composters like best about the program?

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



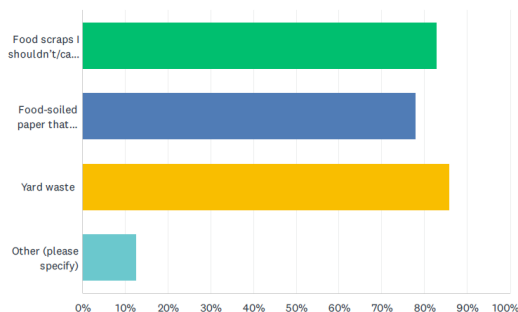
- **55.2%** using it for food scraps that shouldn't/can't be composted at home
- **17.6%** using it for small amounts of yard waste
- **13.8%** using it for food-soiled paper that shouldn't go in recycling like dirty napkins, dirty pizza boxes, and dirty paper plates
- **13.4%** more convenient than (home) composting

Survey #3 - Final

What types of organic waste are composters putting in their organics cart? (Note: for survey #3, the format of this question was revised to allow respondents to select all answers that apply, and add their own, if desired).

Q10 As a home composter, what types of organic waste have you put/are you putting in the organics cart? (select all that apply)

Answered: 200 Skipped: 430



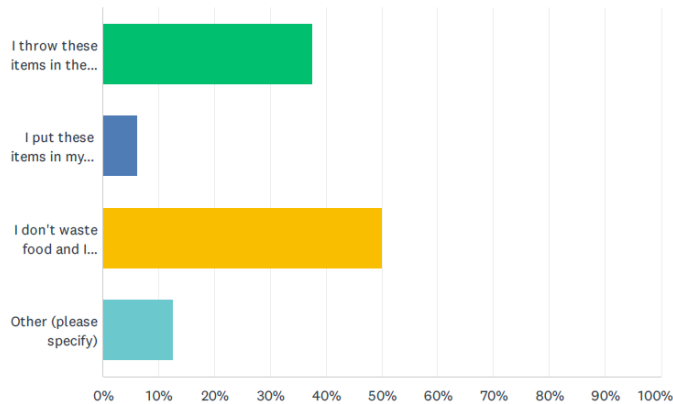
- **83%** food scraps I shouldn't/can't compost at home like meat, bones, oils, and cooked foods
- **78%** food-soiled paper that shouldn't go in recycling like dirty napkins, dirty pizza boxes, and dirty paper plates
- **86%** yard waste
- **12.5%** other (Note: about a third of the "other" answers referenced "all food scraps", suggesting some home composters would switch fully to curbside. Other answers included: all compostable items; pits, skins, husks, shells; wood chips.)

What Home Composters Do With Items That Do Not Go In The Compost

Survey #3 - Final

Q11 What do you do with items that should not or cannot go in home composting, such as meat, bones, oils, cooked foods, and food-soiled paper? (select all that apply)

Answered: 16 Skipped: 614



- **37.5%** throw in the garbage
- **6.3%** put in home composting anyways
- **50.0%** don't waste food/soiled paper
- **12.5%** other: give to chickens, have a composter that takes bones

Garbage, Composting, and Yard Waste Habits

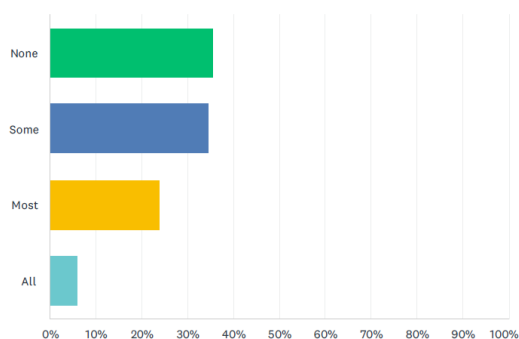
The next set of questions determined habits around garbage, composting, and yard waste. A key objective of the pilot program was to determine trends in waste diversion as a result of offering organic waste collection. Three key questions were asked on all three surveys, allowing for a direct comparison of data from baseline, mid-point and final.

Food Waste Diversion

Survey #1 - Baseline

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)?

Answered: 533 Skipped: 2



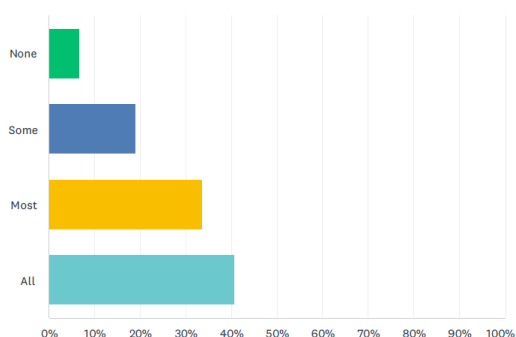
Prior to the pilot program, re: food waste:

- **35.6%** of respondents diverted **none**
- **34.5%** diverted **some**
- **23.8%** diverted **most**
- **6.0%** diverted **all** of their food waste

Survey #2 - Mid-point

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)?

Answered: 729 Skipped: 4



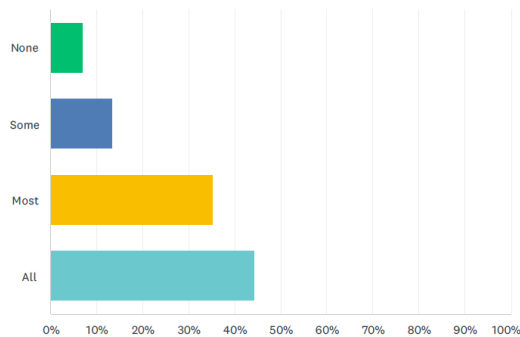
Since the pilot began, re: food waste:

- **6.6 %** of respondents diverted **none**
- **19.1 %** diverted **some**
- **33.6%** diverted **most**
- **40.7%** diverted **all** of their food waste

Survey #3 - Final

Q12 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)?

Answered: 616 Skipped: 14



Since the pilot began, re: food waste:

- **7.0 %** of respondents diverted **none**
- **13.5 %** diverted **some**
- **35.2%** diverted **most**
- **44.3%** diverted **all** of their food waste

As anticipated, food waste diversion rates increased significantly and had already done so by the middle of the pilot program year.

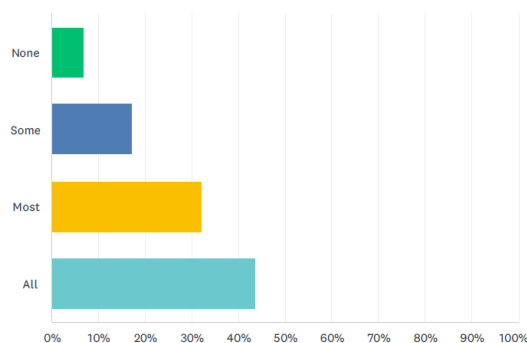
By the end, over 44% of respondents were diverting all of their food waste, and the percentage of respondents diverting none of their food waste decreased dramatically from over 35% to just 7%.

Yard Waste Diversion

Survey #1 - Baseline

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)?

Answered: 532 Skipped: 3



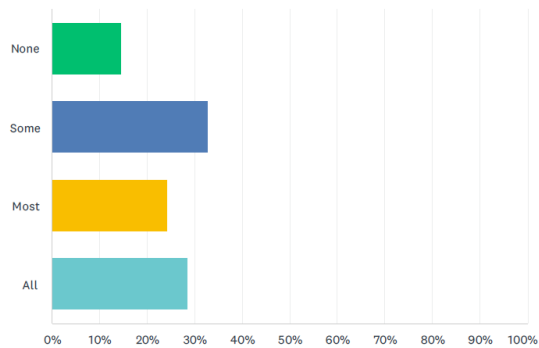
Prior to the pilot program, re: yard waste:

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

Survey #2 - Mid-point

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)?

Answered: 729 Skipped: 4



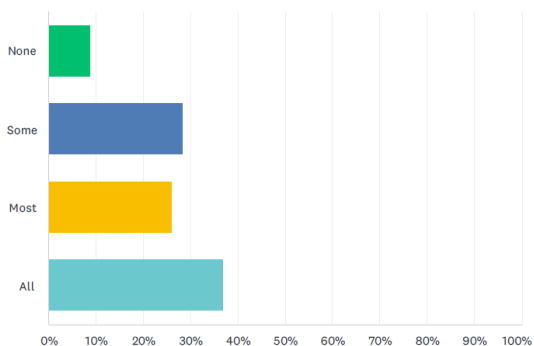
Since the pilot began, re: yard waste:

- **14.4%** of respondents diverted **none**
- **32.8%** diverted **some**
- **24.3%** diverted **most**
- **28.5%** diverted **all** of their yard waste

Survey #3 - Final

Q13 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)?

Answered: 616 Skipped: 14



Since the pilot began, re: yard waste:

- **8.8%** of respondents diverted **none**
- **28.4%** diverted **some**
- **25.9%** diverted **most**
- **36.9%** diverted **all** of their yard waste

The key data points for yard waste diversion are the first and third survey points, as the question may have been misinterpreted due to the timing of the mid-point survey (winter) when yard waste is typically not generated.

From the baseline to the end point, the category with the highest movement was the middle category of "some".

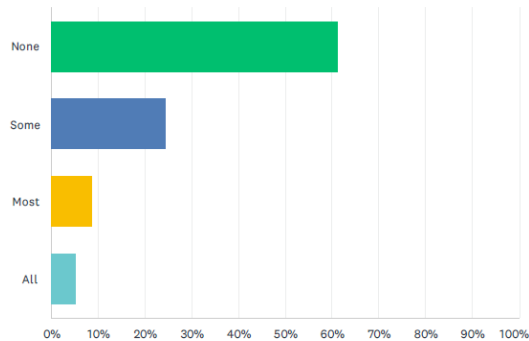
Overall, at the beginning and the end, around 90% of respondents were diverting some, most, or all of their yard waste.

Soiled Paper Waste Diversion

Survey #1 - Baseline

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



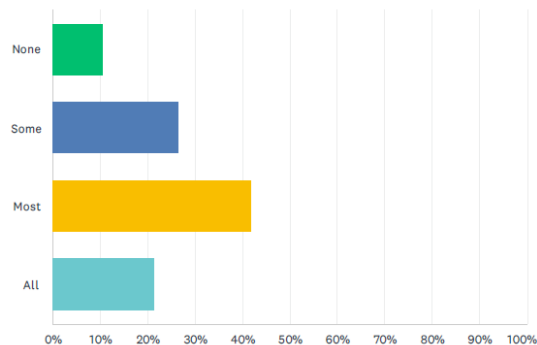
Prior to the pilot program, re: food-soiled paper waste:

- **61.2%** of respondents diverted **none**
- **24.6%** diverted **some**
- **8.8%** diverted **most**
- **5.2%** diverted **all** of their food-soiled paper waste

Survey #2 - Mid-point

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



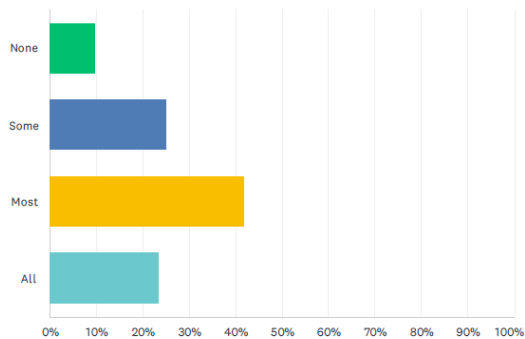
Since the pilot began, re: food-soiled paper waste:

- **10.4 %** of respondents diverted **none**
- **26.4 %** diverted **some**
- **41.8%** diverted **most**
- **21.4%** diverted **all** of their food-soiled paper waste

Survey #3 - Final

Q14 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: 616 Skipped: 14



Since the pilot began, re: food-soiled paper waste:

- **9.8 %** of respondents diverted **none**
- **25.1 %** diverted **some**
- **41.7%** diverted **most**
- **23.4%** diverted **all** of their food-soiled paper waste

Similar to food waste diversion trends, soiled paper waste diversion rates increased significantly.

By the end, over 23% of respondents were diverting all of their soiled paper waste, and the percentage of respondents diverting none of their soiled paper waste decreased significantly from over 61% to just under 10%.

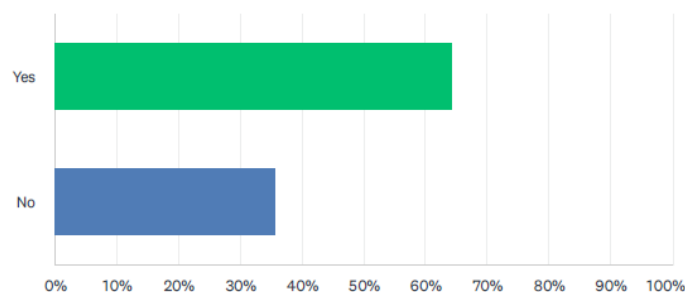
What Respondents Do With Animal Waste/Bedding

In the baseline survey, to gain insight into what residents did with animal waste and animal bedding, respondents were asked questions related to pet waste.

Survey #1 - Baseline Questions Only

Q11 Do you have any dogs or cats?

Answered: 532 Skipped: 3

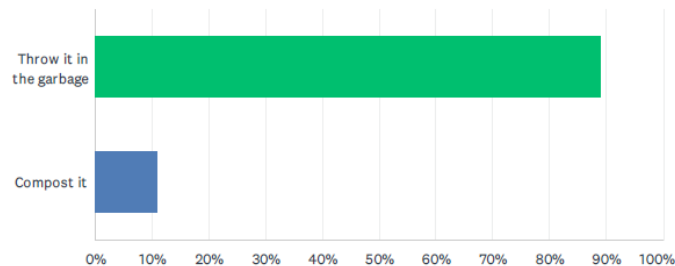


More than half (**64.4%**) of respondents said they had dogs or cats.

Most (**89%**) of those who have dogs or cats throw their pet waste in the garbage. A small number compost it.

Q12 What do you do with your dog/cat waste?

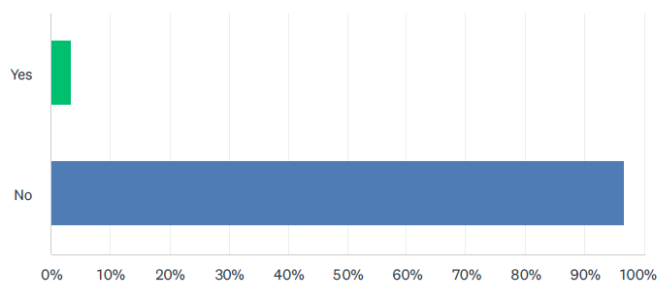
Answered: 337 Skipped: 198



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

Q13 Do you have any small pets like birds, hamsters, rabbits, or guinea pigs?

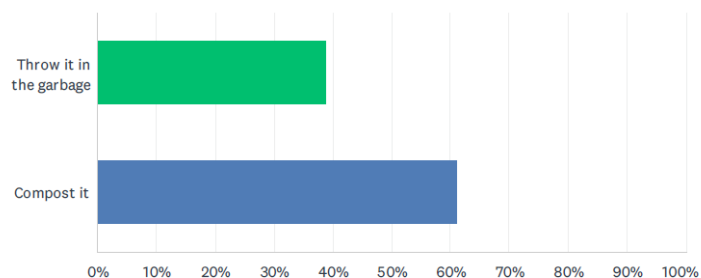
Answered: 531 Skipped: 4



Most (**61%**) of those who do have small pets compost the waste/bedding, while less than half throw it in the garbage.

Q14 What do you do with your small animal waste/bedding?

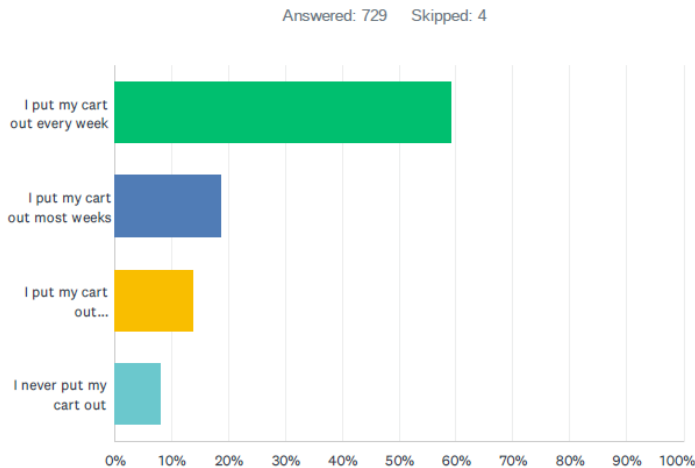
Answered: 18 Skipped: 517



How Often Respondents Put Their Organics Cart Out

Survey #2 - Mid-point

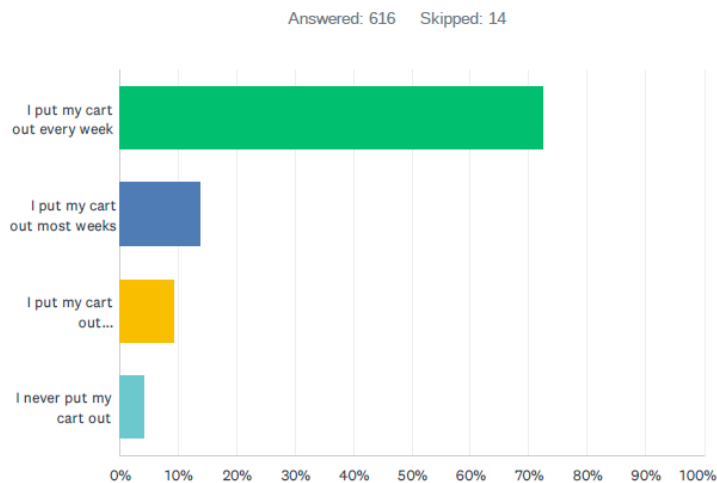
Q12 How often are you participating in the organics pilot program?



- **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

Survey #3 - Final

Q15 How often did you participate in the organics pilot program?



- **72.4%** put their cart out **every week**
- **14.0%** put their cart out **most weeks**
- **9.4%** put their cart out **occasionally**
- **4.2%** have **never** put their cart out

By the end of the pilot program, the percentage of respondents who were **participating regularly**—either weekly or most weeks—increased to **over 86%**, with the most notable increase in the number of people who put their carts out every week.

Interestingly, when this data is compared to data from the question about respondent support (see below), it suggests that some people who don't support do still use the program.

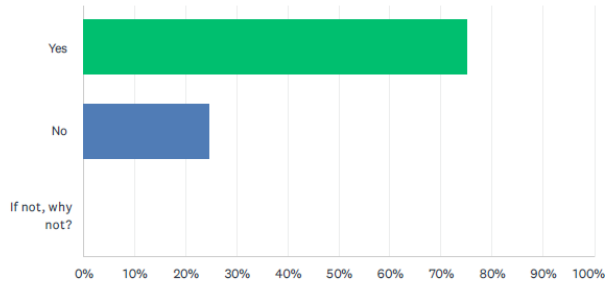
Reference: Respondent support, survey #3, question #6 (see p. 7)
Support (**78.1%**), Neutral (**11.6%**), Do Not Support (**10.3%**),

Use of The City-provided Kitchen Catcher

Survey #3 - New Question

Q16 If you are participating in the program, are you using the kitchen catcher bin provided by the City?

Answered: 615 Skipped: 15



- **75.3%** yes
- **24.7%** no

75% of respondents are using the City-provided kitchen bin while 25% are not. When asked for feedback on the size, colour, decal and functionality of the bin (survey #3, question #17), there were over 400 comments.

There are many competing comments (some want a bigger bin, some want a smaller bin, and many used their own). Some referenced issues with the locking lid, and many comments referenced wanting to use compostable liners.

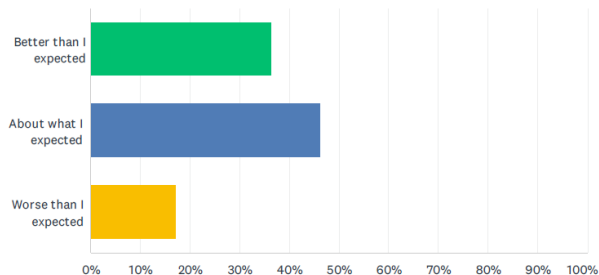
Program Assessment (Mid-Point to Final Comparison)

Pilot Program Expectations

Survey #2 - Mid-point

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**

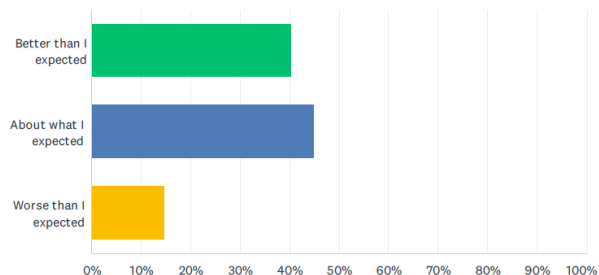
- **46.2%** said their experience has been **about what they expected**

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

Survey #3 - Final

Q18 Has your experience so far with the organics collection program been...

Answered: 616 Skipped: 14



- **40.3%** respondents said their experience has been **better than expected**

- **45%** said their experience has been **about what they expected**

- **14.8%** said their experience has been **worse than expected**

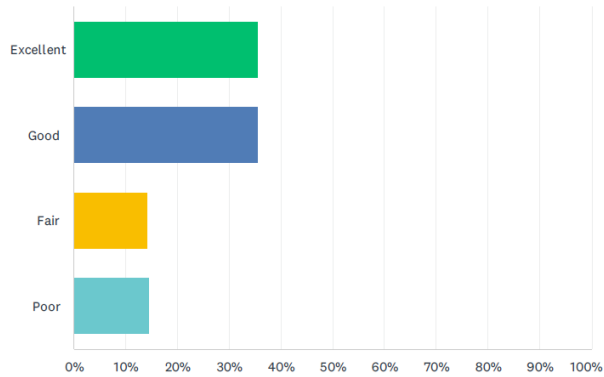
A majority of respondents indicated that their expectations were either met or exceeded. Encouragingly, the percentage of respondents who felt the program was worse than they expected decreased over the duration of the pilot program.

Pilot Program Experience

Survey #2 - Mid-point

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

Answered: 727 Skipped: 6



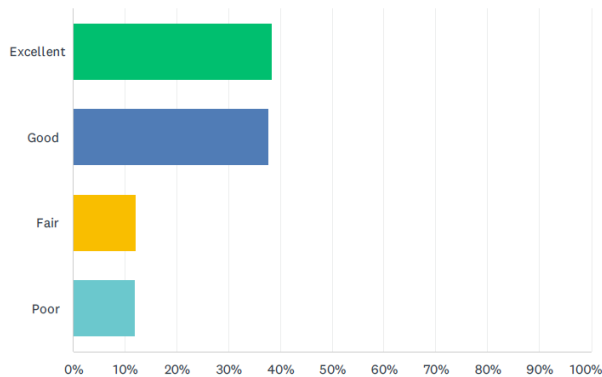
- Over **71%** of respondents said their experience was either **excellent (35.6%)** or **good (35.6%)**

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

Survey #3 - Final

Q19 Generally, how would you rate your experience overall with the organics program?

Answered: 616 Skipped: 14



- **76%** of respondents said their experience was either **excellent (38.3%)** or **good (37.7%)**

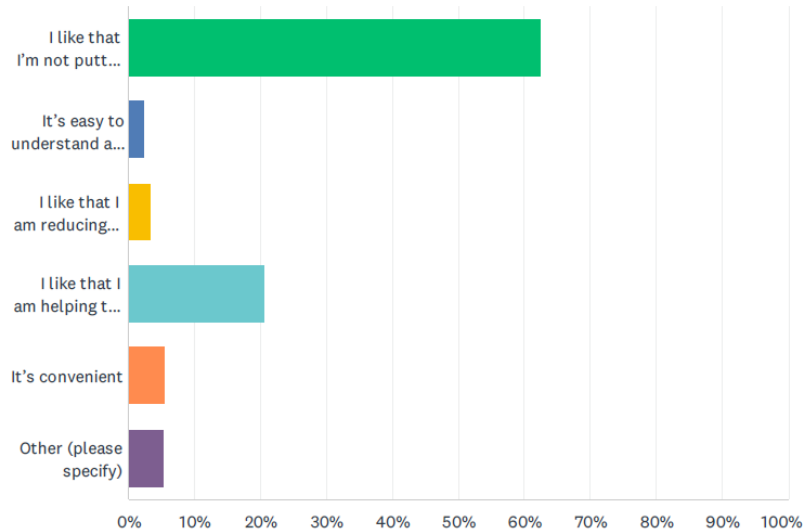
- **24%** said their experience was either **fair (12.2%)** or **poor (11.8%)**

Reasons The Program Was Excellent or Good

Survey #2 - Mid-point

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



- **62.6%** "I like that I'm not putting as much waste into the garbage"
- **20.7%** "I like that I am helping the environment"
- **5.6%** "It's convenient"
- **5.4%** "Other" (See below for comments)
- **3.5%** "I like that I am reducing greenhouse gases"
- **2.3%** "Easy to understand/follow"

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

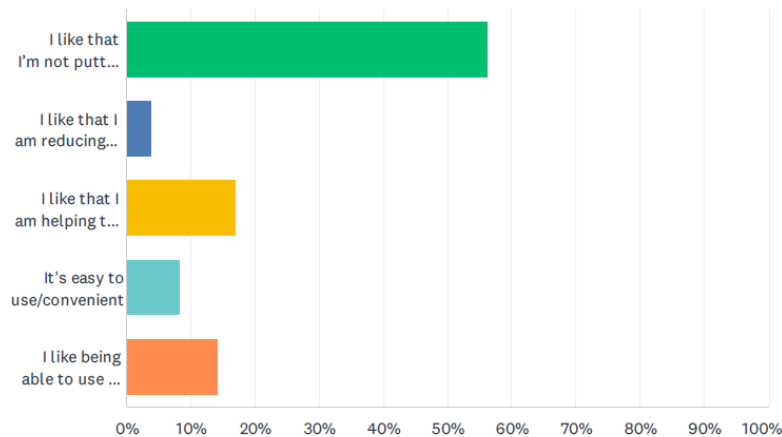
Other reasons/comments include:

- "I don't have to go to cinnamon ridge."
- "Good for lawn clippings."
- "It is such a relief to have a place to put non-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."

Survey #3 - Final

Q20 Why has curbside organics collection been an excellent or good experience so far? From the list below, please select your top reason. You may provide additional comments in the space provided.

Answered: 467 Skipped: 163



- **56.3%** "I like that I'm not putting as much waste into the garbage"
- **17.1%** "I like that I am helping the environment"
- **14.4%** "I like being able to use it for lawn clippings and yard waste"
- **8.4%** "It's easy to use/convenient"
- **3.9%** "I like that I am reducing greenhouse gases"

Note: "Other" was provided on survey #3 as an optional comment box rather than an answer option. Many of the comments mention they would have chosen "All of the above" if possible. Answer options were modified in survey #3 based on responses to this question in survey #2 (i.e. "Easy to understand/follow" and "It's convenient" were combined).

Other reasons/comments (104 in total) include:

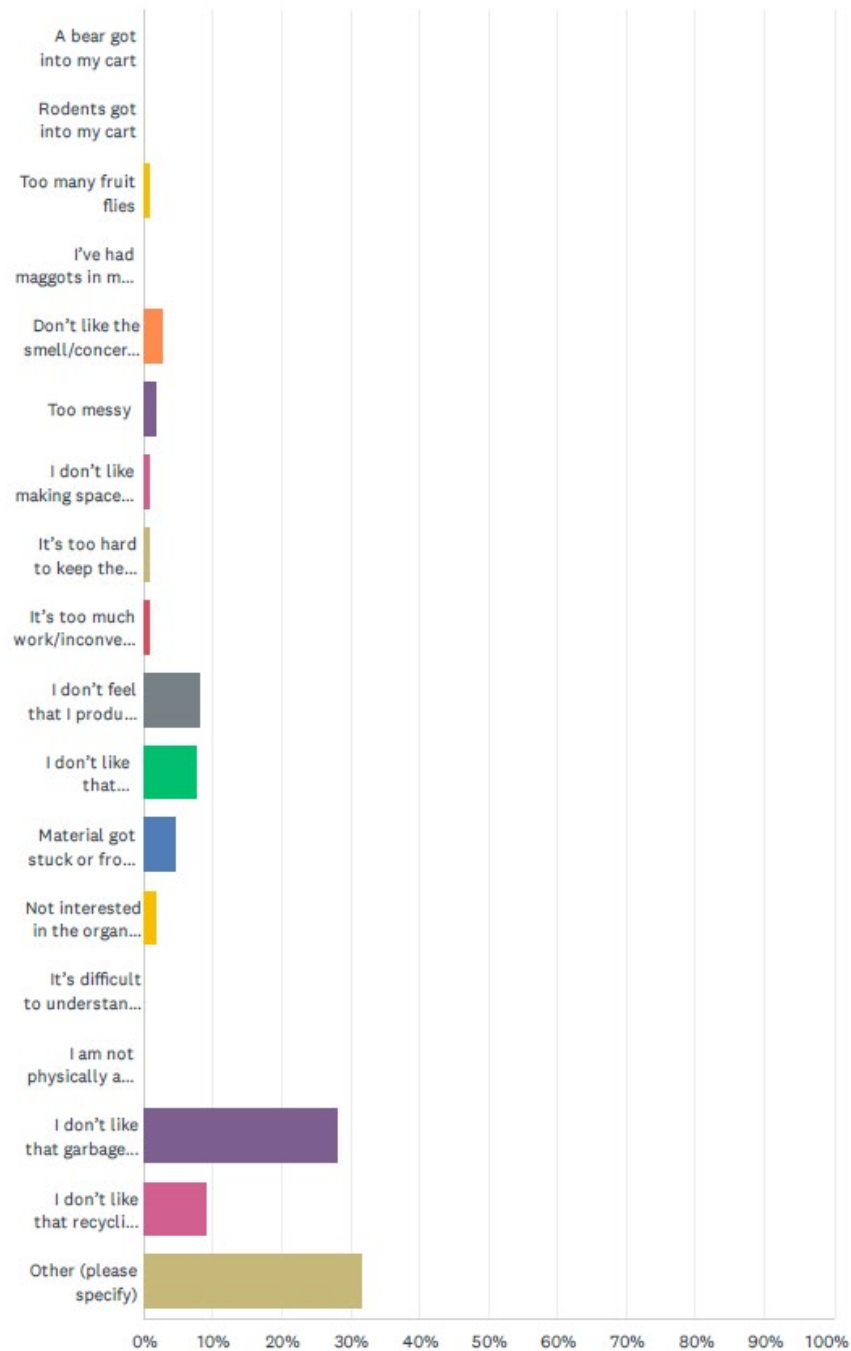
- "No trips to Cinnamon Ridge this year, not burning fuel in vehicle."
- "We have been very surprised at how it's changed our garbage output."
- "Easy, convenient, reduces the need to haul yard waste."
- "I love that food waste is not going to the landfill for space..."
- "Great for yard waste I don't want to put in my own composter, such as weeds and animal/meat products."
- "In previous homes... have had a backyard composter...but have a neighbourhood bear... so appreciate the curbside composting."

Note: The format of asking for a top reason (versus "select all that apply") in program assessment questions referenced on pages 24-29 of this report was intentional to learn what reason shifted to the top reason when given only one option.

Reasons The Program Was Fair or Poor

Survey #2 - Mid-point

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)



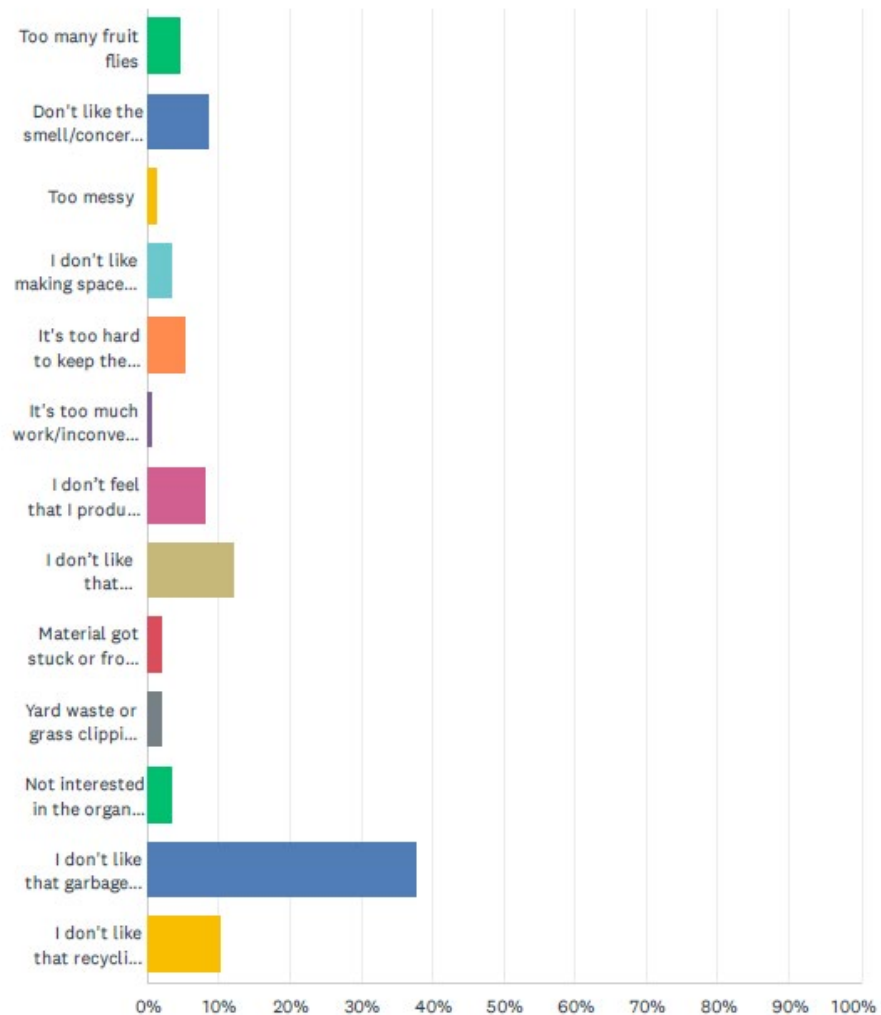
- **31.6%** "Other" (See below)
- **28.2%** "I don't like that garbage is biweekly"
- **9.1%** "I don't like that recycling is biweekly"
- **8.1%** "I feel I don't produce enough organic waste to participate in this program"
- **7.7%** "I don't like that compostable plastic bin liners aren't accepted in the pilot program"
- **4.8%** "Material got stuck or frozen inside the cart"
- **2.9%** "Don't like the smell/concerned about odours"
- **1.9%** "Too messy"
- **1.9%** "Not interested in the organics program"
- **1.0%** "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"
- **0.0%** "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"

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. The most cited comments in the "Other" section were about disliking biweekly garbage and recycling collection.

Survey #3 - Final

Q21 Why has curbside organic waste collection been a fair or poor experience so far? From the list provided, please select your top reason. You may provide additional comments in the space provided.

Answered: 148 Skipped: 482



- **37.9%** "I don't like that garbage is biweekly"
- **10.1%** "I don't like that recycling is biweekly"
- **12.2%** "I don't like that compostable plastic bin liners aren't accepted in the pilot program"
- **8.8%** "Don't like the smell/concerned about odours"
- **8.1%** "I feel I don't produce enough organic waste to participate in this program"
- **5.4%** "It's too hard to keep the curbside cart clean"
- **4.7%** "Too many fruit flies"
- **3.4%** "Not interested in the organics program"
- **3.4%** "I don't like making space/don't have room for a third cart"
- **2.0%** "Material got stuck or frozen inside the cart" (winter)
- **2.0%** "Yard waste or grass clippings got stuck inside the cart" (summer)
- **1.4%** "Too messy"
- **0.1%** "It's too much work/inconvenient"

Note: "Other" was provided on survey #3 as an optional comment box rather than an answer option. Answer options that were not selected at all in survey #2 were removed in survey #3.

There were 112 comments provided in the "Other" optional comment box. The comments primarily reflect the answer options provided and many of the comments mention they would have chosen "All of the above" if possible.

Some comments reflect a perceived reduction in service levels due to biweekly collection, and a few referenced enjoying the program until excess recycling or garbage was not an option when needed.

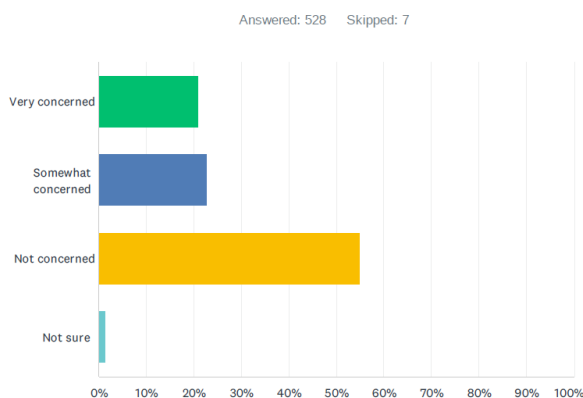
Program Considerations and Concerns – Garbage Collection Frequency

The pilot program tested 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 and the end.

Impact of Biweekly Garbage Collection

Survey #1 - Baseline

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

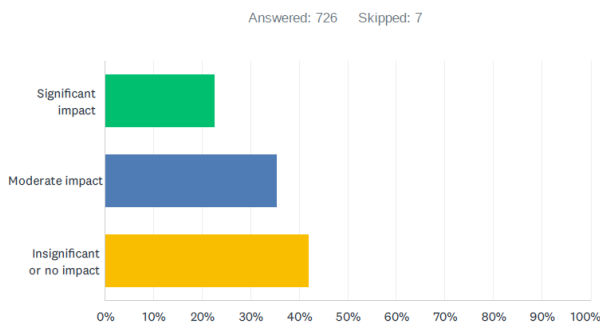


Levels of concern over shifting to a permanent biweekly garbage collection:

- **54.9%** said they were **not concerned**
- **22.7%** were **somewhat concerned**
- **20.8%** were **very concerned**
- **1.6%** were **not sure**

Survey #2 - Mid-point

Q17 In thinking about how you have managed your GARBAGE since the pilot program began, has biweekly garbage collection impacted your household?

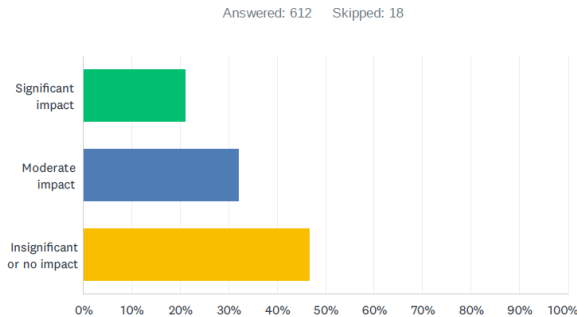


Has biweekly garbage collection impacted your household?

- **42.0%** **insignificant** or no impact
- **35.4%** **moderate** impact
- **22.6%** **significant** impact

Survey #3 - Final

Q22 In thinking about how you have managed your GARBAGE since the pilot program began, has biweekly garbage collection impacted your household?



Has biweekly garbage collection impacted your household?

- **46.7% insignificant** or no impact
- **32.2% moderate** impact
- **21.1% significant** impact

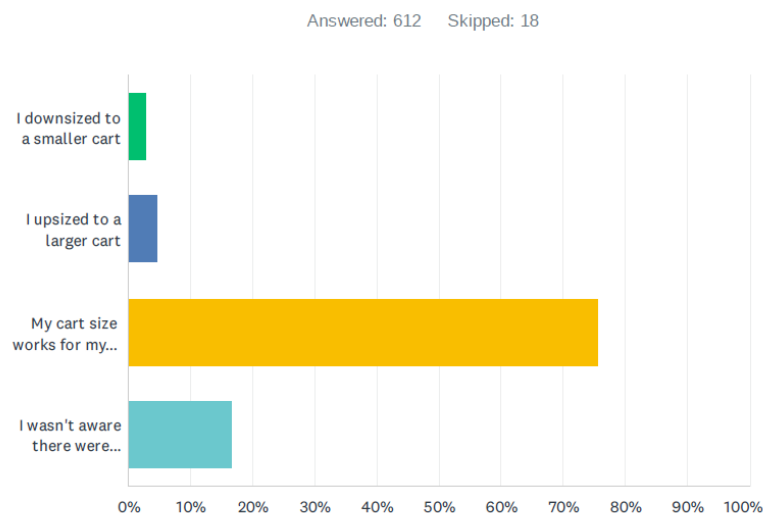
At the beginning of the pilot, 78% of respondents felt biweekly garbage would not be a major concern (55% not concerned plus 23% somewhat concerned). The perceived impact translated fairly accurately to real impact as indicated (as insignificant/no/moderate impact) at the mid-point (77%) and the end (79%) for the same group.

Similarly, those who were very concerned about biweekly garbage collection at the start said they experienced a significant impact during the pilot.

Garbage Cart Sizing

Survey #3 - New Question

Q23 During the pilot, did you change the size of your garbage cart?



Around the mid-point (when participants had the chance to better understand their solid waste levels), we wanted to see how many households felt their garbage cart size was a good fit or whether they may have upsized or downsized.

The majority (**76%**) of respondents said their cart size works for them, and **17%** said they weren't aware they could change sizes, so that message can be communicated better during community rollout. Nearly **5%** of respondents upsized to a larger cart, and some also downsized.

This question also included an optional comment section. 167 comments were submitted. Many comments referenced already having the largest size—in other words they would have upsized if possible. Conversely, many comments referenced already having the smallest cart or a plan to downsize.

Options to change garbage cart size (upsized would be free) or add an additional cart (rates apply) were communicated in the pilot newsletter, and all survey respondents by default had to be subscribed to the newsletter; therefore, information in newsletters may have been missed or disregarded.

Below is a sample of comments received:

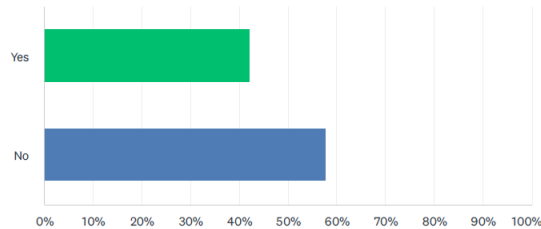
- "I plan to downsize my garbage cart, I have been waiting to see if the program will continue."
- "I will not upsize, and if it doesn't fit, the bags will pile up until they do."
- "I now pay for a larger garbage can with less pickup."
- "Ours was already the smallest."
- "I can't change the size. I am a renter and don't get to choose my size."
- "I did not upsize but left out bags of garbage."
- "Will downsize (the) garbage cart."
- "I have been using excess bins but understand that after Nov. 1 you will no longer accept that, might be forced to (get a) larger cart at my cost which is unfair."
- "I really don't want a larger in due to space constraints in my garage. I do have to put out an extra bag most weeks though."

Excess Garbage Trends

Survey #2 - Mid-point

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

Answered: 726 Skipped: 7

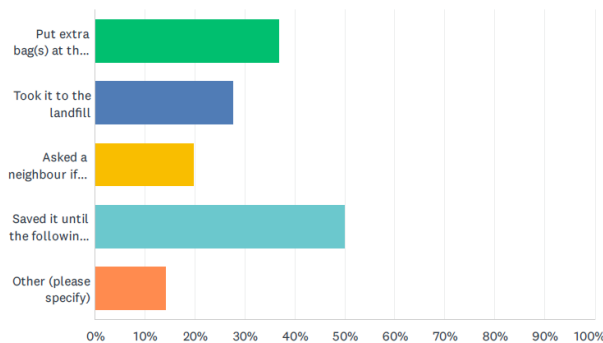


Have you had excess garbage?

- 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 the excess garbage?

- 50.2% saved it until the following garbage day
- 36.8% put extra bag(s) at the curb on garbage day (permitted during pilot)
- 27.7% took it to the landfill
- 19.9% asked a neighbour if they had extra room in their garbage cart
- 14.3% other (see comments below)

Of the 14.3% (44 people) that chose the "Other" answer option:

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

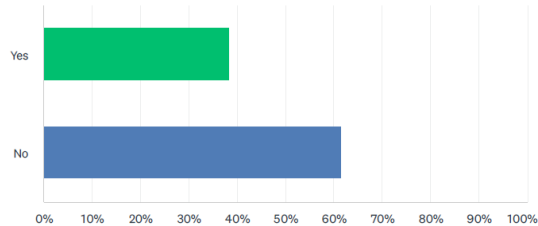
Other comments include:

- "We ordered a bigger can"
- "Took to rural transfer station"
- "Stacked it on top"

Survey #3 - Final

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

Answered: 612 Skipped: 18



Have you had excess garbage?

- **61.6%** no
- **38.4%** yes

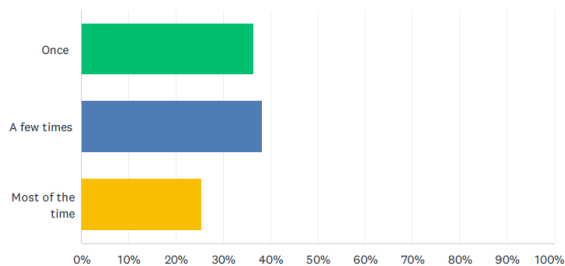
The question "What did you do with your excess garbage" was not asked on the final survey as insight was gained from the same question on survey #2.

Frequency of Excess Garbage Placed at The Curb

Survey #2 - Mid-point

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

Answered: 307 Skipped: 426

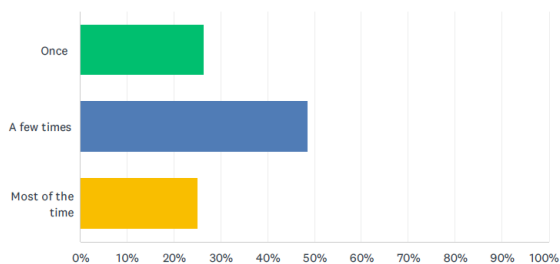


- **38.1%** a few times
- **36.5%** once
- **25.4%** most of the time

Survey #3 - Final

Q25 How frequently have you placed excess garbage at the curb since the pilot program began?

Answered: 235 Skipped: 395



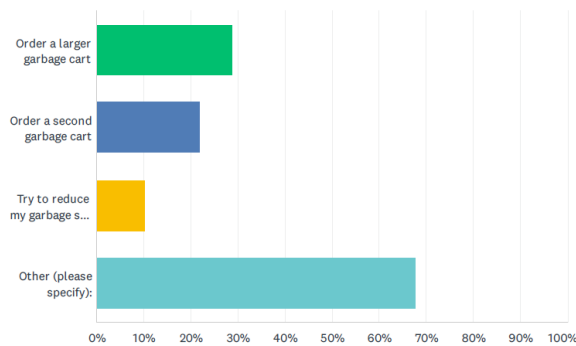
- **48.5%** a few times
- **26.4%** once
- **25.1%** most of the time

Intended Behaviour After Excess Garbage is No Longer Collected

Survey #3 - New Question

Q26 After November 1, 2022, excess garbage at the curb will no longer be picked up. Biweekly garbage collection will remain in place on pilot routes (all residential routes will move to biweekly in 2023). Knowing that biweekly garbage is permanent, will you... (select all that apply)

Answered: 59 Skipped: 571



- **67.8%** other (see comments below)
- **28.9%** order a larger cart
- **22.0%** order a second cart
- **10.2%** try to reduce my garbage so that I don't have excess

Other comments include:

- "See how things go and perhaps modify the size of my cart"
- "Have a overflowing cart when necessary"
- "Continue to make trips to the dump..."
- "Hope the landlord approves a 2nd bin"
- "I don't know what I'll do"
- "Dump it wherever I can"
- "Take my extra garbage to work"

During the pilot, excess garbage was collected at the curb on collection day. This allowed data to be captured around garbage amounts, with the intention that allowing for excess would be temporary until the end of the pilot.

The idea would be that by the end of the pilot, a household would better understand how to best manage their garbage after incorporating organics diversion (i.e. a household with excess could determine their own course of action with respect to upsizing or ordering an additional garbage cart).

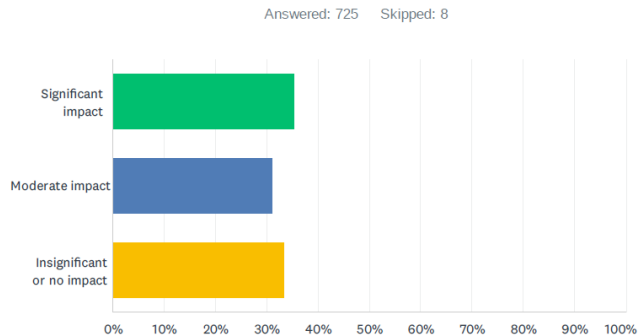
Respondents (40) who answered "most of the time" to the previous question were reminded that excess garbage is no longer being picked up after November 1, 2022, and were subsequently asked what they would do with excess garbage after that date.

Garbage Collection Schedule Impacts

Survey #2 - Mid-point Questions Only

In the survey #2, respondents were asked questions to gain insight into impact of holiday collection schedule and thoughts on moving to a set collection schedule.

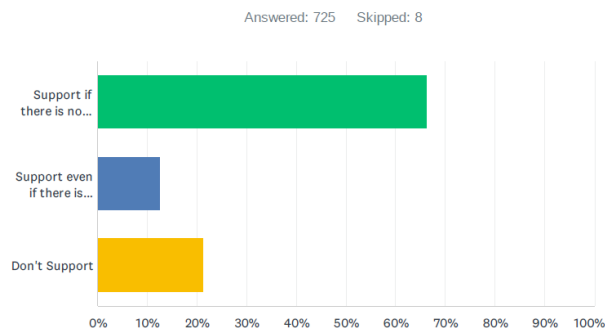
Q21 Over the Christmas holidays, there were multiple statutory holidays that resulted an extended length of time between garbage collection days. Did the holiday collection schedule impact your household?



Did the holiday garbage collection schedule impact your household?

- **35.3%** significant impact
- **31.2%** moderate impact
- **33.5%** insignificant impact

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)?



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

- **66.2%** support if there is no extra cost
- **12.6%** support even if there is some extra cost
- **21.2%** don't support

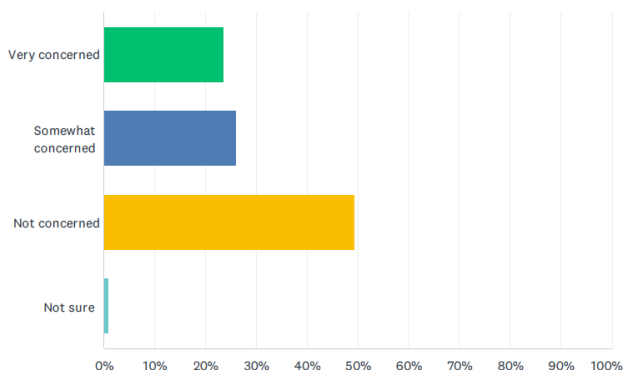
Program Considerations and Concerns – Recycling Collection Frequency

Impact of Biweekly Recycling Collection

Survey #1 - Baseline

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



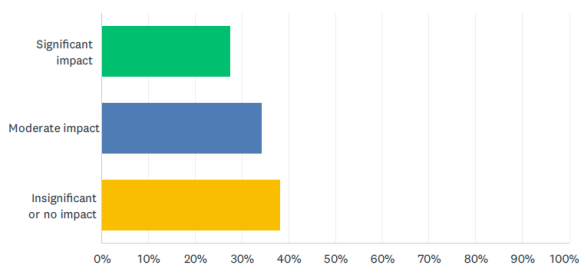
Levels of concern over shifting to a permanent biweekly recycling collection:

- **49.4%** said they were **not concerned**
- **20.6%** were **somewhat concerned**
- **23.7%** were **very concerned**

Survey #2 - Mid-point

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



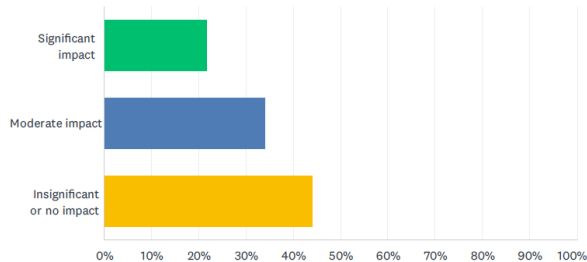
Has biweekly recycling collection impacted your household?

- **38.1%** **insignificant** or no impact
- **34.4%** **moderate** impact
- **27.5%** **significant** impact

Survey #3 - Final

Q27 In thinking about how you have managed your RECYCLING since the pilot program began, has biweekly recycling collection impacted your household?

Answered: 611 Skipped: 19



Has biweekly recycling collection impacted your household?

- **44.2% insignificant** or no impact
- **34.0% moderate** impact
- **21.8% significant** impact

At the beginning of the pilot, 70% of respondents felt biweekly recycling would not be a major concern (49% not concerned plus 21% somewhat concerned) and almost a quarter of respondents were very concerned.

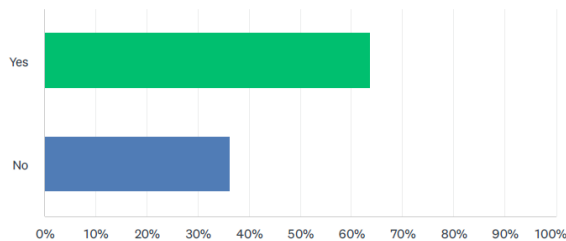
The experienced impact compared to the perceived impact was slightly less, with about 78% indicating no/insignificant or moderate impact, and about 22% indicating a significant impact.

Excess Recycling Trends

Survey #2 - Mid-point

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

Answered: 724 Skipped: 9

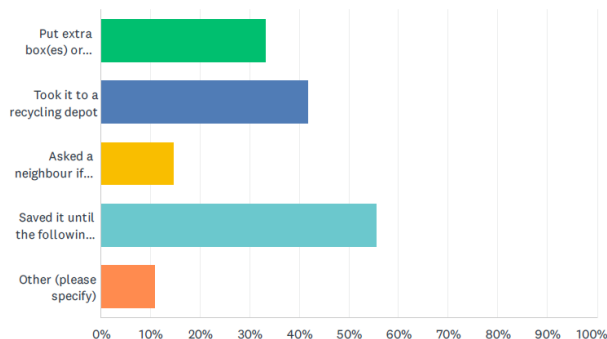


Have you had excess recycling?

- **63.4% yes**
- **36.3% no**

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

Answered: 460 Skipped: 273



- **10.9%** other (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"

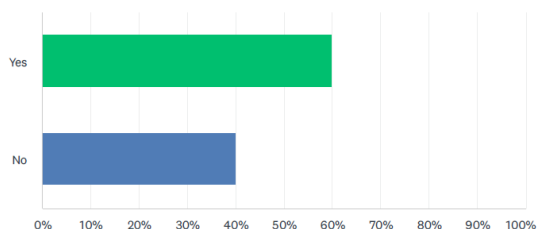
What did you do with the excess recycling?

- **55.7%** saved it until the following recycling day
- **41.7%** took it to a recycling depot
- **33.3%** put extra boxes/totes at the curb on recycling day (permitted during pilot)
- **14.8%** asked a neighbour if they had extra room in their recycling cart

Survey #3 - Final

Q28 Have you had excess recycling during the pilot program that didn't fit in your recycling cart?

Answered: 611 Skipped: 19



Have you had excess recycling?

- **59.9%** yes
- **40.1%** no

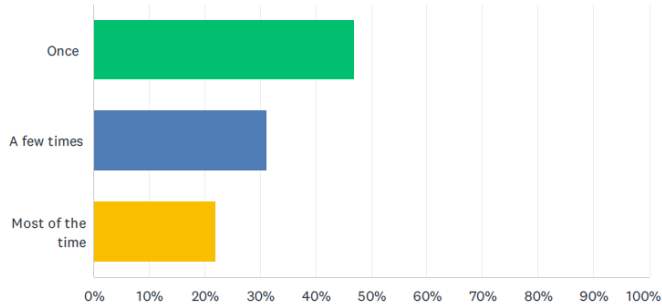
The question "What did you do with your excess recycling" was not asked on the final survey as insight was gained from the same question on survey #2.

Frequency of Excess Recycling Placed at The Curb

Survey #2 - Mid-point

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

Answered: 460 Skipped: 273

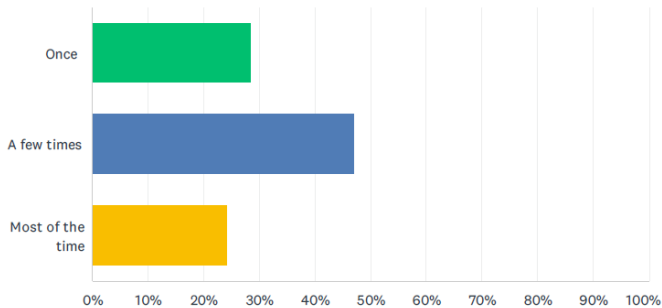


- **47.0%** once
- **31.1%** a few times
- **22.0%** most of the time

Survey #3 - Final

Q29 How frequently have you placed excess recycling at the curb since the pilot program began?

Answered: 367 Skipped: 263



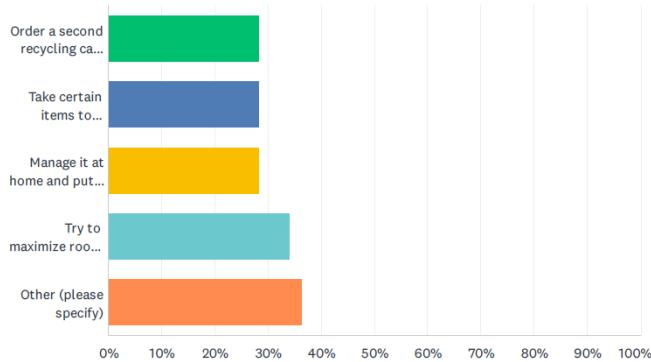
- **28.6%** once
- **47.1%** a few times
- **24.3%** most of the time

Intended Behaviour After Excess Recycling is No Longer Collected

Survey #3 - New Question

Q30 After November 1, 2022, excess recycling at the curb will no longer be picked up. Biweekly recycling collection will remain in place on pilot routes (all residential routes will move to biweekly in 2023). Knowing that biweekly recycling is permanent, will you... (select all that apply)

Answered: 88 Skipped: 542



- **34.1%** try to maximize room in the cart by breaking down items
- **28.4%** take certain items to recycling depots
- **28.4%** order a second cart (\$12/yr)
- **28.4%** manage it at home and put out on future collection days
- **36.4%** other (see comments below)

Similar to the follow up question about excess

garbage, respondents (88) who answered "most of the time" to the previous question were reminded that excess recycling is longer being picked up after November 1, and they were asked what they would do with excess recycling after November 1.

Other comments (32 in total) include:

- "What doesn't fit will go in the garbage"
- "The City should offer larger recycling carts for free"
- "Just put it in the garbage or dump it wherever I can"
- "I don't understand why you would take excess recycling option away... already having an issue"
- "I do not have space for a second cart"

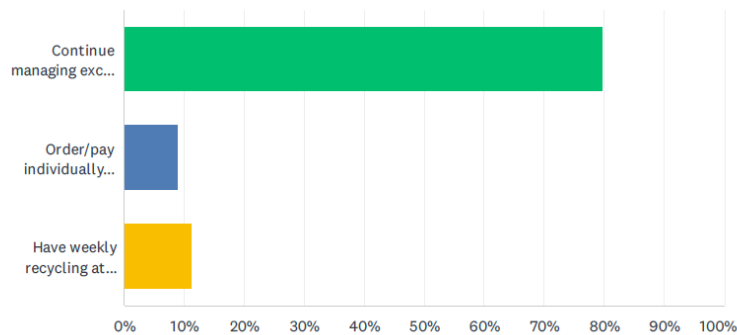
Excess Recycling Collection Preferences

In survey #2, respondents were asked about what their preference would be as related to managing excess recycling and collection frequency.

Survey #2 - Mid-point Question Only

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:

- **79.7%** continue managing excess recycling by placing it at the curb when necessary at no extra cost
- **11.3%** have weekly recycling at an extra cost to everyone
- **9.0%** order/pay individually for a larger or additional recycling cart for your household

The answer provided some insight, but it should be noted that collecting excess recycling at the curb and offering weekly recycling does not fit into the current collection model. Excess material may be brought to recycling depots, stored for future recycling collection days, or a second recycling cart may be ordered for a cost of \$12/year.

Program Considerations and Concerns

The following section compares initial perceived concerns with current realized 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 10 topics that had emerged as top concerns in the first phase 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)

Survey #1 - Baseline

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	21.07% 110	39.56% 199	39.57% 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 had 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) were **limitations with the types of bin liners accepted, material freezing or sticking** inside the cart, and **cart cleanliness**. (see Table 1.2, Top Concerns/Impacts Cited in Survey #2).

Survey #2 - Mid-point

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

In survey #3, the same list of concerns was used with one additional seasonal concern – summer yard waste material sticking inside the cart.

From the list of concerns, using a weighted average, the top concerns with the most significant impact were **cart cleanliness** followed by **limitations with the types of bin liners accepted, material freezing or sticking** inside the cart, and **fruit flies** (the latter three items were tied). (see Table 1.3, Top Concerns/Impacts Cited in Survey #3).

Survey #3 – Final

Q31 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: 605 Skipped: 25

	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 OR PREVENTING ME FROM USING THE PROGRAM	TOTAL	WEIGHTED AVERAGE
Bear activity (bear encounter with organics cart)	84.79% 513	9.42% 57	5.79% 35	605	1.21
Rodent activity	82.31% 498	11.24% 68	6.45% 39	605	1.24
Fruit flies inside	38.35% 232	46.61% 282	15.04% 91	605	1.77
Maggots inside my organics cart	59.17% 358	26.61% 161	14.21% 86	605	1.55
Odours inside	45.29% 274	41.16% 249	13.55% 82	605	1.68
Mess inside	46.78% 283	39.83% 241	13.39% 81	605	1.67
Finding the space to store my curbside organics cart	70.58% 427	22.31% 135	7.11% 43	605	1.37
Keeping my organics cart clean	31.07% 188	53.39% 323	15.54% 94	605	1.84
Odours outside	48.43% 293	39.50% 239	12.07% 73	605	1.64
Material has gotten stuck or frozen inside my cart (winter)	37.69% 228	47.60% 288	14.71% 89	605	1.77
Yard waste/grass clippings have gotten stuck inside my cart (summer)	47.44% 287	42.31% 256	10.25% 62	605	1.63
Limitations with the types of bin liners accepted in the pilot (i.e. compostable plastic not accepted)	43.14% 261	36.86% 223	20.00% 121	605	1.77

Table 1.3 - Top Concerns/Impacts Cited in Survey #3

There was also an "Other" answer option, for respondents to share additional concerns. There were 121 responses provided in question #31 on survey #3. The answers are quite varied. A sample of comments is below.

"Winter – stuff gets stuck. Need to allow bags"

"Maggots for month of Aug, had to stop using compost. Otherwise it was amazing"

"Easy to keep clean with paper or layers of leaves between wet"

"I don't have anywhere to clean out my cart"

"We made many extra trips for recycling"

"We have been using the large paper bags that are available for inserting into the container. Without them winter freezing would be a problem, as well as the summer problems of grass clippings etc. In the summer a garden hose works well to clean the cart not so in the winter."

"We keep our organics in the freezer in brown paper bags until the morning of pickup – no fuss, no mess. We also have a routine of cleaning all of our bins periodically with the garden hose."

"The odors coming from my garbage, which is now picked up biweekly, is more of a concern to me. Especially during the hot summer months."

Sometimes the cart is not completely empty after being dumped...an extra couple of shakes could be done by the truck operator to help dislodge some of the tighter packed materials. We do try to keep the loose and the sides lined with cardboards or newsprint"

"Fruit flies in the bin inside the house make me not use it in the summer."

"It's not MY bins I have a problem with...it's my neighbours' bin, right beside our house because we are close together. They are lazy and don't buy bin liners, food running over the side of their cart. Food left on the roadway of our complex after the mess is thrown into the back of the garbage truck."

"Cart usually only gets about ½ emptied during collection"

"I'm a senior. I can't afford to buy bags for compost or bucket"

"Paper liners are expensive. Need to go to plastic."

"Huge pile up of garbage and recycling that we are unable to store or transport to dispose of."

Bin Liners/Cart Washing

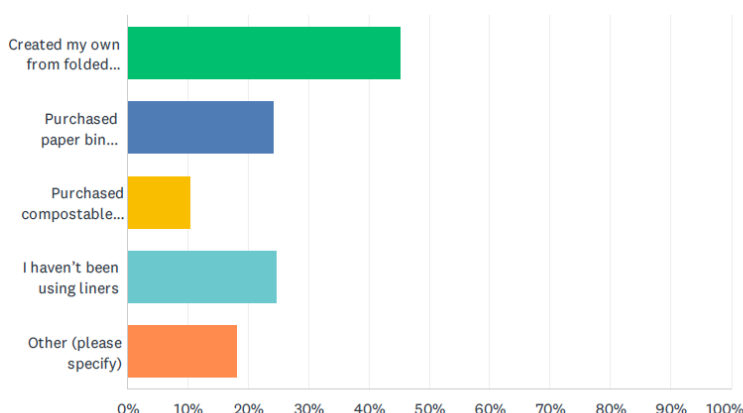
For context in this report, questions asked in survey #2 about bin liners and cart washing are included.

Types of Liners Used

Survey #2 – Mid-point

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



- "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:

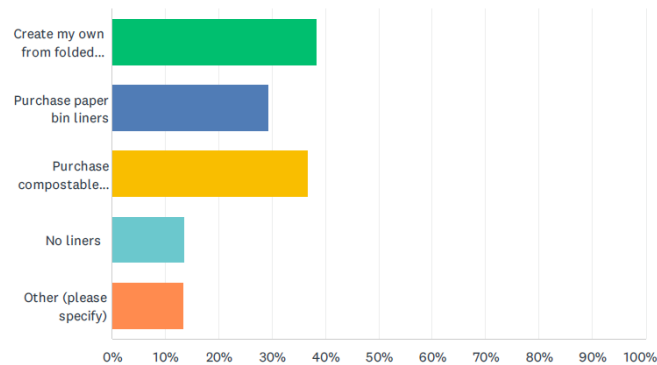
Many referenced using paper bags, paper towel, crumpled/layered newspaper, wrapping in newspaper, paper bags or boxes from takeout, parchment paper, paper shopping bags, used pizza boxes, and large yard waste bags. Some comments reflect a concern over increased cost for purchasing liners, bags, or paper.

Preference For Liners – Long-term

Survey #2 – Mid-point

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



- "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:

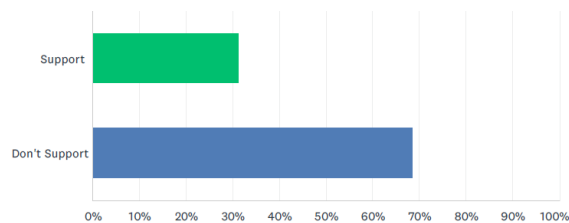
- Approximately 20% indicated they think the City should provide liners
- Many comments reflect cost as a consideration (e.g. "whatever I can use that I would not have to purchase")

Support For a Cart Washing Service

Survey #2 – Mid-point

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



- **31.3%** support
- **68.7%** don't support

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 and at the end, with an expectation that levels of understanding would increase over the duration of the pilot through further awareness and education.

In Table 2.1, 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.

Survey #1 – Baseline

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, 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.

Survey #2 - Mid-point

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

In Table 2.3, Confidence Levels Cited in Survey #3, using a weighted average, the areas with the **lowest levels of confidence** (highlighted in red) in understanding are **how to prevent insects inside** (i.e. fruit flies), **how to prevent material from sticking in the cart** and **how to prevent/manage odours outside**. The areas most understood were the same as in surveys #1 and #2 - 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, tips on kitchen bin/cart cleanliness and mitigating odours, seasonal tips on how to prevent material sticking inside the cart, and where to find resources and information.

Survey #3 - Final

Q32 The pilot program has lasted one year. At this point, how confident are you in your level of understanding the following:

Answered: 602 Skipped: 28

	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	73.75% 444	23.59% 142	2.66% 16	602	1.29
What is not accepted in the program	69.60% 419	27.91% 168	2.49% 15	602	1.33
How often garbage and recycling is collected	87.04% 524	9.80% 59	3.16% 19	602	1.16
How often organics is collected	91.20% 549	6.98% 42	1.83% 11	602	1.11
How to manage excess garbage or recycling	61.30% 369	28.07% 169	10.63% 64	602	1.49
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% 410	24.58% 148	7.31% 44	602	1.39
How to prevent odours inside	53.82% 324	32.89% 198	13.29% 80	602	1.59
How to prevent insects inside	47.84% 288	35.22% 212	16.94% 102	602	1.69
How to prevent odours outside	50.00% 301	35.05% 211	14.95% 90	602	1.65
How to help prevent wildlife attraction outside	63.12% 380	27.91% 168	8.97% 54	602	1.46
How to prevent material getting stuck inside the cart	48.50% 292	38.54% 232	12.96% 78	602	1.64
How to report an issue	46.84% 282	35.38% 213	17.77% 107	602	1.71

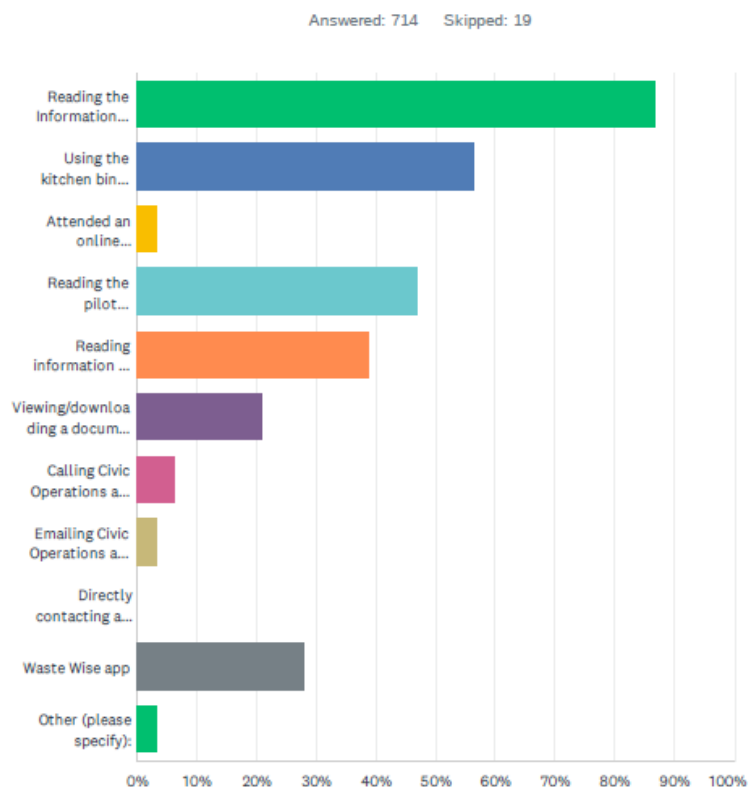
Table 2.3 - Confidence Levels in Survey #3

Communication Tools

For context in this report, questions asked in survey #2 about communication tools are included, as represented in questions #34 and #35 below.

Survey #2 - Mid-point

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



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/September 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.

Q33 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: 339 Skipped: 291

There were 339 responses to this question. In addition, if some comments included several concerns, each concern was noted. There was a total of 467 comments/concerns tallied into the following categories:

Would like to see more options for bin liners	59
Will not participate/ do not support	49
Positive comments	46
Concern with bi-weekly garbage and recycling	33
Odours and insects	31
Concerns about cost	28
Concerns about bears/wildlife	25
Backyard composters/ opt out option	24
Bin/cart cleanliness	23
Concern with bi-weekly garbage	22
Concern with bi-weekly recycling	17
Concerns about impact of holiday collection scheduling	15
Ideas/concerns about communications	15
Want larger organics carts	14
Organics cart too big/not enough food waste	12
Felt a lack of Citizen consultation	10
Material stuck	9
Want larger recycling carts	9
Suggest seasonal bi-weekly organics	8
Negative comments	6
Concerns about processing facility/location	5
Recycling program concerns	5
Kitchen bin concerns	2
Grand Total	467

Below are some representative comments pulled from survey #3, question 33:

"The majority of issues we have with this program is that now garbage and recycling are only every 2 weeks and the fact that we cannot use plastic compostable bags which creates a HUGE issue with mess, maggots, flies, etc."

"I use my own bin inside that has a charcoal filter."

"I am afraid that more people will be dumping their garbage out in the bush because of the lack of pick up times. When I hike in the bush I see garbage already and this really bothers me. This biweekly pick up for garbage may make this problem worse. I found on stat holidays the garbage and recycling ends up being picked up almost two and a half weeks. This may Really make people angry."

"So far no indication of bear or rodent attraction to outside bin, this is the biggest concern to me."

"I think the City's Waste Wizard app is an excellent tool."

"I'm disappointed that the material collected in the composting program is sent out of the city. Why isn't there a plan for dealing with it here, and save the cost of driving it elsewhere. Also source acceptable bin liners."

"I think there should be bear resistant clips or something like other towns."

"It would be nice to keep putting out extra recycling and have extra pick up for recycling and garbage at Christmas time"

"I would like to see collection on all 3 bins weekly."

"The by weekly garbage collection in the hot summer was horrible. I'd like them all collected weekly"

"Once we got used to it and understood how much is accepted it has been great. Minus fruit flies"

"I love reducing our waste to the landfill but do not love the smell of hot diapers and dog waste when it is sitting in 30+ degree heat for 2 weeks in the summer. And grass clippings get very stinky after a week in the heat too."

"we have no problems with smells, bugs etc...if meat etc...we put bagged compost in freezer until compost pickup day. using paper liners etc means no problem with messy containers...love that Kamloops is now composting"

"I support the program if I knew how to keep maggots away."

"People should be allowed to opt out when doing self composting. Also the city should offer to collect the useless bins taking up space in my garage!"

"Would be nice to have the carts washed yearly"

"This service is great however it may be a challenge for lower income families and seniors to be able to afford, maintain, etc."

"I don't like the organics program - living alone, I don't have a significant amount of waste food products, and the summer grass/ gardening collection never gets fully emptied."

"Using this program has made us more mindful about what we use, what we dispose of and how we dispose of it. In particular it has made us more aware of our personal impact on our surroundings and what we can do to minimize the impact."

"it should be a choice per household. Do not take away services from your people paying the taxes to make these programs possible. You upped our taxes and then took away service, and then have the audacity to charge us for a new bin, a bin that attracts bears, a smelly indoor bin that we cannot use liners with etc. How about asking people if they want to do this????"

"The program is excellent and I have been happy to participate in the pilot. Because I have been a home composter for decades, I initially didn't believe that this program would be particularly useful for us, but I have made plenty of use of the cart for my excess yard waste, which I have plenty of since I am an avid gardener, and for food items that I can't compost at home, such as bones, etc."

"Not everyone is as diligent as I am with "waste". Anything that you can do to make it "easier" for the general public would be worth it to keep the programs going and to prevent problems."

"This program sucks and I want my bin picked up and not be charged on my utilities bill for the program"

"Make the learning material more readily available"

"Our family has found the program to be absolutely fantastic. Our elementary aged children even understand what foods are to be put into the container. I have only had a few issues with maggots but a quick spray down with the hose and cleaning inside removed the maggots."

"I was surprised how easy the program Was"

"I was apprehensive about organics, but once you retrain yourself, which we had to do when we started the recycling, it is wonderful. I used to do backyard composting, but by not having the actual compost on your property should help with not attracting rodents".

"Please offer a solution to lock lids in areas with bears. Please look at getting bigger recycling bins. I enjoyed being apart of this pilot problem"

"I suggest some sort of mail/e-mail system two or three times a year with the rules, updates, or frequent mistakes. I would actually suggest mail because my neighbourhood was full of renters that wouldn't receive an e-mail."

"Would like a larger recycling bin. We currently fill our bin and have extra almost every week. We also want better recycling. We are so limited in what can go in the bin. We take our glass and styrofoam in with our cans but it would be nice to be able to recycle more of these in our bin."