



June 24, 2024

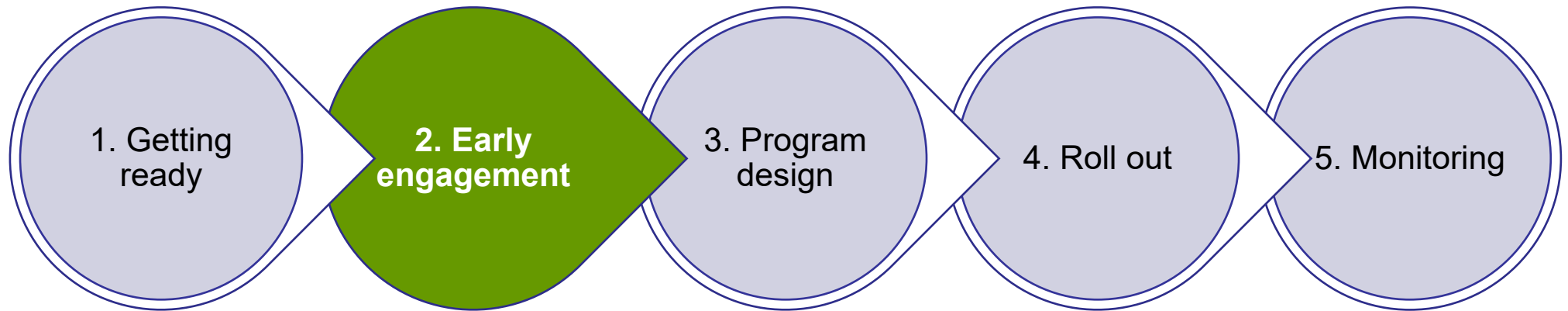
**Organic Waste
Collection Program
Engagement Results
Summary**

Background



1. **May 27, 2019:** Letter of support to RDOS for the organic infrastructure program for the Oliver landfill
 2. **December 14, 2020:** Apply for a grant for the Town and to move forward with the project
 3. **February 20, 2024:** Continue roll out + start engagement
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Phases



FAQ

- Why the Town is implementing the program?
 - What is an organic waste collection program?
 - What is changing?
 - Can I opt out?
 - Cart request logistics.
 - Costs.
 - What to expect between now and roll out.
 - Who to speak with directly.
 - Town's commitment with survey results.
-

Survey

- Read the FAQ?
 - Decreasing waste in the landfill is good?
 - Town solid waste customer?
 - Do you have any concerns?
 - Do you have a green cart?
 - How can the Town support you?
 - What household kit is best?
 - Open ended questions
-



Pop Up Events in May 2024



Communications, Education + Engagement

- Social media posts
 - Media release(s)
 - Town newsletter story
 - Emails to partners
 - Pop up events
 - FAQ
 - Survey
 - Town webpage
 - Sample carts
-

Survey Participation

Submitted
330

Days Open
54

Participants
320

Customers
96%

Read FAQ
95%

Rounded to whole numbers; technical report in agenda

Purpose Question

Reducing the amount of waste that goes into the Oliver Landfill is the right thing to do.

Yes
94%

No
5%

Don't know
1%

Concerns Question

Based on the information in the FAQ, do you have any concerns about the program?

Yes
20%

No
80%

See
themes

Concerns Clarification

Based on a review of the comments about concerns, the majority of concerns (approximately 61%) were related to participants wanting the program to start sooner; not with the actual program.

Timelines
61%

Other
39%

**See
themes**

Support Question

How can the Town best support you with the transition to the new program (pick top three)?

Schedule
23%

In/out
19%

Workshops
15%

Kit
14%

Tips
8%

Coupons
7%

Kit Question

What household kit option would best support your household.

30 bags
7%

Bin
24%

Both
68%

Qualitative Themes

Summary and example quotes are included in the written report:

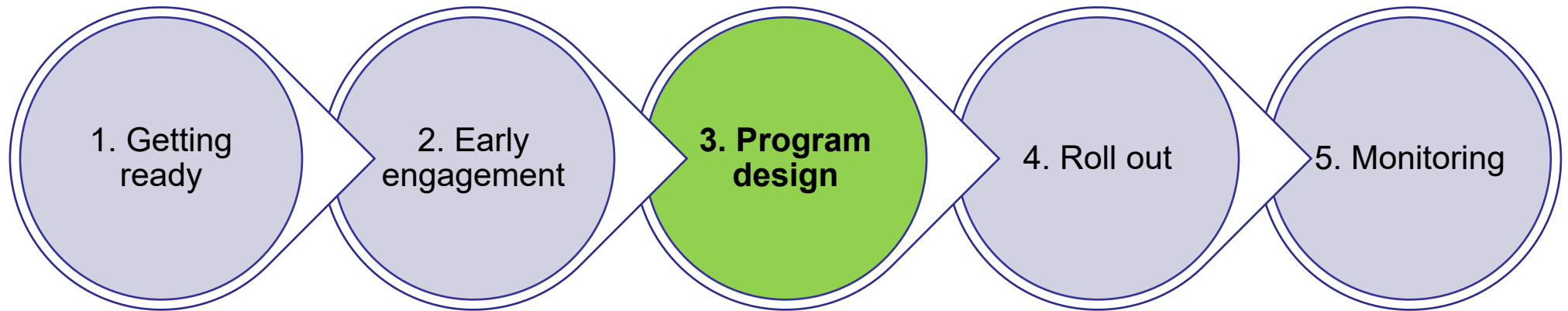
- Environmental and program benefits
- Animals, pests, and heat
- Implementation costs, timelines, and roll out
- Ongoing education
- The facility and composting process
- General/other concerns, including the change in garbage pick-up scheduling

Merged the three qualitative questions

Pop Ups

- First one: 25 deep/engaged conversations
 - Second one: 37 deep/engaged conversation
 - Both: 117 hellos, do not want to engage, or live in Osoyoos or RDOS
 - Similar themes to the qualitative survey questions
 - Overall, residents really liked the Town *coming to them*
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Summary and Next Steps



Anticipated July 15, 2024

Recommendation

Council receive the report for information.

Contact

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