RDKB SWMP Update Survey #1 Appendix: Open Comments

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Appendix: Open Comments

This appendix presents all open-ended comments received through the RDKB SWMP Survey #1, organised by survey question. Comments have been grouped into themes for ease of reference; see the main report for summarised analysis of the key themes emerging from these responses.

Q8. Garbage Disposal: Open Comments

Survey Question: How satisfied are you with the current options available for you to dispose of garbage intended for landfill?

The open-ended responses to Q8 have been grouped into two categories: (1) comments reflecting on or providing feedback about the current system, and (2) ideas and suggestions for improvement.

Reflections on the Current System

These comments describe respondents' experiences with the existing service - both what is working and what is not.

Positive feedback on existing services

- Garbage for landfill works fine for us. Dumpster in waste room is easily accessible. But it gets filled up with recyclable materials. See responses to later questions.
- I think with use of the auto loading bins, waste for the landfill could be picked up every other week.
- Curbside pick up works well. I'm happy with the pay per bag sticker system.
- The concept of paying for the tags is excellent - encourages less waste being set out on the curb.
- Happy to see garbage pickup reduced to every 2 weeks. Need to figure out how to reuse more instead of throwing out garbage.
- Usually good but during peak ski season or similar can become overfilled.
- We like the bear proof garbage drop off in Rossland and utilize it during summer months.

Inequity in service access (multi-unit, rural, mobility)

- We live in bear country. Like Canmore, we should have bearproof bins where all residents must deposit their garbage AND food compost.
- It would be great to have recycling options for items like textiles, which make up a lot of the landfill. More convenient drop off locations for hazardous waste would also be helpful, even if the drop off areas were seasonal.
- Expanded access (more depot hours, communal/bear-proof bins, signage)
- Need more open hours and more advertising of when the dump sites are open.
- Would appreciate household colletion of glass, plastic and styrofoam
- It would be great to have composting for food waste in Christina Lake
- We need to have free days for yard waste and junk.
- Return to having multiple bag sizes (for less money per tag) - we produce less than a regular/medium tall kitchen garbage bag (~40L) each week, but sometimes it is smelly (food

residues, diapers, pet cleanup). It sucks to pay $3 to throw out 20L of garbage, especially when you could have 100+ L. I appreciate there is a cost to running collection and stopping, regardless of he amount of garbage, and maybe this was the basis for the shift to $3 tags only. But this really favors people with a garage/garbage shed to store stinky trash away from animals.

- I am somewhat satisfied in Warfield. I am completely dissatisfied with service at Christina Lake. Truly dissatisfied.
- I live in a 5-unit townhome, and therefore don't have access to garbage services (except at landfill). I must have a privately-funded dumpster - takes up a lot of space, bad for bears, and is expensive relative to RDKB service.
- The cost of disposal at an apartment is very high for the Strata. We pay very high taxes and should have this service.
- At Red Mountain, we have to pay for our own dumpsters via our strata fees for garbage removal. This is a service we should receive from the city as part of our taxes.
- If you miss curb site pickup day, are leaving town and need to dispose of garbage, or have anything that doesn't fit, you have to drive all the way to Trail for disposal and can only do at certain hours and a large cost.

Concerns about cost and bag tag system

- Delivery to the landfill is not accessible for people without a suitable vehicle or who have mobility or challenges understanding the system.
- Paying by bag pick up is extremely annoying (especially when the cost is removed from home property tax, but yet the home property tax greatly increases).
- Stickers are kinda expensive.
- I think paying for garbage tags promotes illegal dumping. Garbage disposal should be free and have no barriers.
- Concerned that not having/not being able to afford bag tags results in more garbage being dumped in the forest or crown land.
- Dealing with the stickers is annoying.

Service gaps and operational frustrations

- Very limited hours.
- Drop offs at the landfill can be frustrating. Line ups and traffic management at the scale make me not want to go to the landfill.
- My house's location - I don't know where to place my bins so I've always just brought my recycling and garbage and compost to the dump myself.
- We don't use the service every week. We did use the service weekly while our adult kids moved back home for a year. Now we are back to one can of garbage per month, but still pay full service rates.
- There is no use taking plastic bags to Encorp. They are often contaminated by people who are uneducated about cleanliness and sorting.
- Exceptionally disappointed that a countertop composter pilot program has not been facilitated in this Regional District.
- Managers, Directors, Staff as well as contractors know that recycling material is put from bins into a garbage truck and vice a versa and do nothing about it.

- I have tried to leave my recycling at the curbside before, but it wasn't picked up. I now accumulate it over a week or two then take it to the dump along with my garbage which I don't put out due to bears and animals making a mess of it.
- Curbside pickup rules don't allow sufficient amount - it's more economical for us to do a dump run once month than pay for extra garbage stickers

Gaps in materials accepted at curbside or depot

- Would prefer to be able to have pick-up for glass and soft plastics.
- Why not include soft plastics in bi-weekly pickup?

Ideas for Improvement

These comments include specific suggestions respondents made for improving garbage disposal services.

Expanded access and service delivery options

- Increase days open for depot.
- More drop off bins would be appreciated and better practice in bear country.
- Would like to see neighbourhood bin instead of curbside garbage collection.
- Having bear proof community bins. Roslyn currently has a private operation near the arena as an honour system for dropping off garbage. This works well, except for the theft of the money and the bins being full.
- Fix the road going up to the McKelvey Creek Landfill, while still maintaining speed restriction.
- Front-end bins at our Idabel Lake transfer station could be better coloured and signed.
- Some communal bins would help with wildlife issues.

Incentives and behaviour change

- Green tags not needed.
- The concept of paying for the tags is excellent - now, how do we encourage more people to recycle and use the compost option?

Reuse and resource recovery

- The dump used to have a free pile with good items. Can we bring that back? If not, maybe expand Trash 2 Treasure days?

Hazardous waste disposal

- What should be done with used antifreeze and used oil and other chemical products? There is a serious lack of options available here to safely dispose of such products.

Q9. Recycling: Open Comments

Survey Question: How satisfied are you with the current recycling options you use?

The open-ended responses to Q9 have been grouped into two categories: (1) comments reflecting on or providing feedback about the current system, and (2) ideas and suggestions for improvement.

Reflections on the Current System

These comments describe respondents' experiences with the existing service - both what is working and what is not.

Positive feedback on existing services

- Wish soft plastic was picked up but appreciate the drop-off option for recyclables in the gulch.
- The Recycle Centres are great and provide greater options - I use a combination of that and condo recycling.
- Curbside recycling generally works well for standard items.

Confusion about what can be recycled and where

- I still find it hard to know whether some products can be recycled. Multiple destinations - at the landfill only, curbside, the Environcorp Gulch recycling centre - it's hard to know what goes where and it's not convenient.
- I don't know where recycled materials go and that would be helpful info. Also how much is actually recycled.
- It would be helpful if there was more communication about what you can recycle at the centres - e.g. in Trail I didn't know about soft plastics and foam meat trays until I was there.
- Do we really have to separate out paper from other products?
- Bins need to accept a greater variety of recyclables. Makes no sense to only allow cardboard in curbside pickup and then require a separate drive to recycle other packing materials like plastic and styrofoam.

Inequity in access (multi-unit, rural, no vehicle)

- Alpine is a problem. They don't take valuable materials such as glass and paper that isn't pristine.
- Each year, the Regional District asks me to use more and more living space for storing recyclables. I have a small house. I am often tempted just to throw them all in the garbage. Better option: big giant rolling blue bin that can be stored in a garage, carport, shed, or even outside, and can be rolled out on collection day that holds ALL recyclables. (See Seattle, WA)
- I believe that since the metal recycling place has closed there is nowhere to recycle metal
- I was told a 85 unit strata was to transport glass containers to Kelowna to recycle. Directors Managers staff know it goes into the garbage but do not my care
- Why is there no curbside for apartment complexes? They are probably the biggest contributors to landfill waste. A lot of people in apartments do not have access to a vehicle and cannot drop things off at a recycle facility.
- Not only do we have to pay for recycling, we are not allowed to recycle glass except if we take it to Trail. We pay high taxes - this should be available for free.
- Every 2 weeks for pickup is too long, and the only other option is to go to the dump in Trail or deal with the hassle of the bottle depot. Need a communal local recycling depot.
- There is no recycling program available for our building at Red Mountain.

- Again, Warfield I can recycle almost everything and do. At Christina Lake I can recycle nothing except cans and bottles, unless I drive to the transfer station and sit in a lineup. Very poor service.
- It's a nuisance to have to take bottles and other items to a different place - extra trips equals greater carbon footprint. Driving to Trail to recycle styrofoam or drop off a dead toaster seems silly.
- Some communal bins located in Rossland would help with options. In addition, the type of home should not impact what can be recycled or composted - recycling materials for multi-unit are different than for single detached.

Contamination and bin misuse

- The local Recycling depot is going through a season of messy this creates tripping hazards in footpath areas which becomes a deterrent to some of our valued volunteers who have mobility concerns.
- Recycling bins have been used for garbage by vacationers or other temporary residents due to garbage bins being full.
- It is discouraging to see items not sorted properly when dropping off. Perhaps sharing the consequences of what happens when a load of recycling is contaminated would help - some people should face fines for continued negligence.
- Often the bins at the recycling depot on Donaldson Drive are full and overflowing (especially the plastic bags bins).

Materials not accepted - gaps in the program

- Certain plastic waste should be diverted to Rossland Refactory and other should be cleaned and shredded locally before shipping to Merlin Plastics to reduce shipping costs and supply chain carbon emissions
- Not all recyclable items can go in curbside pickup and have to be brought to the depot separately
- The lack of soft plastic recycling is terrible - this is 95% of my trash.
- Things like milk jugs should be able to go into the blue bin.
- There is too much load placed on consumer recycling because of excessive packaging by product producers.
- More options are needed for recycling of electronics and metals.

Other

- Parking is so hard and dangerous in the gulch Recycling Depot

Ideas for Improvement

These comments include specific suggestions respondents made for improving the service.

Expand curbside accepted materials - especially soft plastics, glass and styrofoam

- I would like somewhere to dispose of yard waste other than branches and compost. As far as I know there is no where to take an abundance of garden weeds and spent garden plants
- More materials should be eligible for curbside pickup; current depot hours of operation woefully inadequate

- The ability to recycle soft plastics through the curbside program would be nice
- Wish we could recycle soft plastics at the curb.
- include glass , all plastic ,
- Flexi plastic curbside
- Can we not offer single use plastic bag etc pick up and Styrofoam?
- Would be nice to be able to recycle plastic bags curbside.
- Curbside pickup for plastic bags and styrofoam would be welcomed.
- It would be great if soft plastics (e.g. plastic bags) could be curbside.
- Would like to see RecycleBC add glass and/or flexible plastics to the curbside pickup program.
- My household generates a lot of flexible plastics - it would be great to see this material picked up curbside. Bring on the 'pink bins'!
- Plastic bags to be included in curbside pickup.
- Add styrofoam and plastic bags.
- Would be convenient if styrofoam collection was offered curbside.
- Residential glass recycle pickup.
- It would be great if they also picked up package wrappers and styrofoam.
- Expand curbside items allowed.
- Would like to be able to recycle many more things - for example, a broken bin or laundry basket that has a recycling symbol.

Improve frequency and convenience of collection

- Better if recycling was weekly and garbage bi-weekly pickup.
- Although I'm willing to make the effort to go to the depot, many others can't or won't, so more recyclable items end up in the garbage.

Improve access for multi-unit and rural residents

- It would be helpful to have satellite locations for plastics disposal since they are not picked up curbside. Maybe once a month in Fruitvale, for example, rather than having everyone drive to Trail where there is also limited parking.
- I suggest having a couple of large containers labelled for each recyclable for apartment complexes.
- Need a communal local recycling depot for areas without convenient drop-off access.

Education and communication about what can be recycled and where

- Sharing the consequences of what happens when a load of recycling is contaminated would help reduce improper sorting.
- Better communication about what can be recycled at each drop-off centre - including lesser-known items like soft plastics and foam meat trays.
- Front-end bin could be better signed, and having an option for disposing of depot items separately could help with contamination.

Hold producers accountable for packaging

- There is too much load placed on consumer recycling because of excessive packaging by product producers - manufacturers should be held more accountable.

Q10. Yard Waste Disposal: Open Comments

Survey Question: How satisfied are you with the current yard waste disposal options you use?

The open-ended responses to Q10 have been grouped into two categories: (1) comments reflecting on or providing feedback about the current system, and (2) ideas and suggestions for improvement.

Reflections on the Current System

These comments describe respondents' experiences with the existing service - both what is working and what is not.

Positive feedback on existing services

- The City of Rossland yearly yard waste pickup is great.
- This works well. The twice-per-year yard pickup is fine and the fee at the dump is quite reasonable.
- Really appreciate the spring pickups on the curb.

Dissatisfaction - service discontinued or significantly reduced

- Curbside pickup was discontinued.
- Our village used to have curbside pickup and no longer does. Green bins are not big enough for yard waste.
- City of Rossland just discontinued their green waste pickup. We don't have a vehicle to facilitate drop-off at the landfill.
- Again Warfield is fine. Christina Lake poor. So we burn what we can.
- Aside from a few weeks per year, I also need to drive to the Trail dump.
- Come on, you can't be serious! 3 cans every 6 weeks during high season! We need a service of 3 cans biweekly April-October.
- Having pickups reduced to twice a year isn't great in areas with hills - people now dump over them creating fire issues in hot weather. This negates the efforts of the FireSmart program.

No yard waste service available in some areas

- I don't think we have yard waste disposal service up the North Fork in Grand Forks.
- Our area does not have yard waste disposal (Idabel Lake).
- Don't have yard waste options here.
- Would like to have yard waste pickup - currently nothing available.

Problems with paper bag requirements

- Why the change to Kraft bags, which are very expensive? People with low incomes struggle - they certainly cannot afford expensive bags.
- The paper bags don't hold up when they get wet.
- The paper bags for city pickup are not good - they get wet and shred and make a mess.

Equity and access barriers

- Bring back curbside pickup in Rossland! I do not have a truck, nor can I lift overhead to put into a bin. I know countless people in the same situation. If Rossland burns in a forest fire this decision will be very closely scrutinized.
- Resident should have option to pay for a yard waste bin emptied weekly - this is available in other BC cities and very helpful to senior residents to remain in their homes.
- As gardeners we make multiple trips annually to the dump with perfectly good compostable garden waste. We don't have room for composting the volume we generate.
- Currently limited options available in Rossland other than driving to the landfill or using the limited City offering.
- The trucks all have the lift to dump a garbage bin now, so why is there still a weight limit per bag? Pet owners are having to pay for extra bags when it used to all fit in one.

Wildlife and fire safety concerns with current approach

- Some folks seem to think pickup is a year-round thing so items pile up and get pushed onto properties with snow removal. Strong communication about the schedule is important.
- Having pickups reduced to twice a year creates fire risk in areas with hills where people now dump material over them - this negates the FireSmart program.
- Yard waste should have a specific site with regular cleanup at no charge. Dump fees are excessive and not consistent.

Ideas for Improvement

These comments include specific suggestions respondents made for improving the service.

Restore or expand curbside pickup

- I would like to have curbside yard waste pickup like Kelowna does.
- Remove the three container/bundle limit on yard waste pickup.
- Do what Warfield does - have biweekly stick pickup, required to be bundled for ease of pickup.
- Bring back curbside pickup in Rossland - I do not have a truck, nor can I lift overhead into a bin.
- Resident should have option to pay for a yard waste bin emptied weekly, with highest use in spring and fall.
- Consider large garden bins picked up regularly, like they have in Castlegar and other jurisdictions.
- Come on - 3 cans biweekly April to October is what's needed during high season.

Allow yard waste in green bins

- Wish we could put yard waste in our green bin (currently only allowed food waste) instead of taking it to the landfill.
- I would like to dispose of yard waste in my green bin.
- City of Rossland discontinued green waste pickup - it would be great if green waste could go in green bins.
- Should be able to throw out leaves and garden waste in the green bin.

Provide a dedicated yard waste drop-off site

- Yard waste should have a specific site to dump yard waste with regular site cleanup at no charge, with a bin to collect plastic bags.
- There should be an option for me to take my own yard waste (that doesn't go in the green bin) to wherever it goes, and not pay for city pickup.

Infrastructure and facility improvements

- Fix the road going up to the McKelvey Creek Landfill while maintaining speed restrictions.
- Dump fees are excessive and not consistent - this should be addressed.

Communication and seasonal pickup scheduling

- I wish residents were encouraged and informed more about how to manage yard waste on their own properties. I would love to see a community chipping day.
- Strong communication about the seasonal pickup schedule is important. A fall pickup would also be appreciated.

Q11. Food Waste Disposal: Open Comments

Survey Question: How satisfied are you with the current food waste disposal options you use?

The open-ended responses to Q11 have been grouped into two categories: (1) comments reflecting on or providing feedback about the current system, and (2) ideas and suggestions for improvement.

Reflections on the Current System

These comments describe respondents' experiences with the existing service - both what is working and what is not.

Positive feedback on existing services

- It's been great. Still have a compost at home for grass clippings but may get rid of that and just send them all to yard waste pickup.
- I very much appreciate curbside pickup.
- It gets a bit gnarly in the summer with the heat, but I've only gotten maggots once and they were contained. The hose helps with the rest of the funk.

Bear safety concerns with current bins

- Pickup is an interesting idea, except we have bears and can't leave a bin outside, making it useless - most homes do not have a storage alternative, and keeping it inside for 2 weeks is nasty, not clean or health safe, and impractical.
- The bins are very inadequate for bear country and should have all been bear proof. We only use the green bins during winter and compost at home the rest of the year - not worth the price to purchase a bear-proof one for just 4 months.
- I use a bear-proof bin, but as a two-person home it is very large and cumbersome. We have had bears toss the bins around and damage items on the property. We keep our compost in the freezer now, which is a challenge.
- I don't have access to RDKB food waste/compost services because I am in a 5-unit building. Though I'd like to participate, I'd be concerned about bears.

Multi-unit building services

- I don’t have access to RDKB food waste/compost services because I am in a 5-unit building.
- Currently we cannot do green box at the apartment. We would like to and we need to be treated the same as Rossland residents who have this service for free.
- Would be good if food waste was picked up from multi-unit buildings. Currently this is not a service available.
- No food waste disposal options for condos.

Bin size and usability issues

- Operators seem picky about bin cleanliness. Food sits in the bin for an entire week and bugs get in it during the summer when it's hot, of course the bin will be gross, it is literally rotting food.
- The person who picks up the bucket does not fully empty the container so I have to put the leftovers in garbage the next week
- Would be convenient if the green kitchen-size container for organics could be curbside, rather than the tall large container on wheels. The tall container can be difficult to manage - for a single person it takes too long to fill and there is insufficient freezer space to store enough bags.
- I don’t have enough food waste for separate treatment - the bin size doesn’t suit smaller households.

No food waste service available in some areas

- No food waste pickup
- In North Vancouver, we had collection and pickup of food waste in our multi-family building. Here at Red base area, there is a LOT of food waste, especially by short term renters.
- No food waste program here. Hopefully it will happen
- Christina lake landfill does not take food waste. So if we miss the curb side pickup we have to go to grand forks. 40 minutes plus gas being wasted - pun intended!
- Our area does not have food waste disposal (Idabel Lake). I use a backyard composter.

Other observations

- The bear proof bins seem quite expensive, especially considering all residents probably need them! It's also very hard to keep the moisture out of the bins. Especially because we have to freeze our compost before pick up due to the bears. Love this service otherwise :)
- All of our food waste is diverted to farmers who use for feed.
- I compost ALL of mine on site
- My chickens love the kitchen scraps and my dogs eat the meat, bones and other kitchen waste.
- Should be able to use the compostable plastic bags.
- Food waste in Warfield gets sorted - worms farm gets 75%, the rest goes curbside. Christina Lake food waste is same story except I transport to Warfield for curbside items.

- Food share programs could possibly accept products from opened packaging. If the potatoes came from a 10 kg bag they are the same as single potatoes purchased separately.
- I live in an area with a large apartment building and two condo groups - I suspect at least 50 total units - yet we are one of maybe 3 bins, 5 tops, each week. Participation appears very low.
- It gets a bit gnarly in the summer with the heat, but I've only gotten maggots aka disco rice once and they were contained. The hose helps with the rest of the funk.

Ideas for Improvement

These comments include specific suggestions respondents made for improving the service.

Bear-safe communal drop-off solutions

- I believe that in Rossland, with the prevalence of bears in town, we should have the option of a compost drop off location rather than the green bins. During bear season it is hard to discourage bears from accessing or attempting to access our green bins, even when we put them out as close to pickup time as possible.
- Should not be in Rossland due to bears. Rossland needs a central, electic fenced compost dropoff.
- A community drop-off would be a better idea in bear country.
- Central depot that is bear proof would be an improvement.
- We used to live in Whistler and appreciated the convenience of the central drop-off station for all garbage, recycling, and compost.
- Communal bins located accessibly would be good - also good if food waste was picked up from multi-unit buildings.

Expand access to multi-unit and rural residents

- Include condos at Red Mountain in the food waste disposal program
- We would like green bin service at the apartment and need to be treated the same as Rossland residents who have this service for free.
- Food waste pickup should be made available for multi-unit buildings, currently excluded from the program.
- Would be good if had communal bins. Also would be good if food waste was picked up from multi unit buildings. Currently this is not a service available for multi unit buildings.

Allow more materials in the green bin

- Should be able to throw out leaves and garden waste in the green bin.
- Should be able to use the compostable plastic bags.

Right-sized bin options for smaller households

- We backyard compost (bokashi) but occasionally want to throw out meat scraps and such in the curbside collection. Being able to use just the small countertop container at the curb would be nice (vs dragging up the big bin, also harder to keep clean OR more bag liner waste).

- Would be convenient if the green kitchen-size container for organics could be curbside rather than the tall large container on wheels - especially for single-person households.

Increase awareness and participation

- Participation in the program appears very low among nearby multi-unit residents - better outreach and easier access could drive uptake.

Q12. Curbside Collection Improvements: Open Comments

Survey Question: What improvements, if any, would you like to see in curbside collection (garbage, organics, recycling)?

The substantive open-ended responses to Q12 have been grouped into the following themes.

Expand accepted materials - soft plastics, glass and styrofoam are the dominant ask

- Allowing for glass, styrofoam & flexible plastics to be picked up curbside
- More curbside recycling options like glass, styrofome, soft plastics
- Soft plastic Styrofoam Can't these things be picked up maybe once a month
- I would like to see plastic wrap being collected as well as glass
- Introduction of filmy plastic pick-up
- Would love to be able to recycle soft plastics at the curb
- I'd like to see flexible plastic recycling added to the curbside recycling in Rossland
- weekly recycling collection, soft plastic collection
- Styrofoam pick up
- Bear proof compost bins Soft plastic curb side panels Some yard waste in curb side
- Pick up of soft plastics
- More curbside recycling, Styrofoam, glass and plastic packaging
- Separate glass pick up
- I would like to see glass in the blue bins. Curbside pickup of plastic bags
- More options for materials such as glass and styrofoam
- I would like curbside recycling for glass, Styrofoam and plastic bags.
- More items to be recycled, such as metal, Styrofoam, and flexible plastics.
- Would be nice if we could have curbside pickup of Styrofoam packaging.
- Include Styrofoam and plastic packaging in curbside collection.
- Curbside pickup for all recycling garbage and waste, including glass, plastics and styrofoam.
- Pick up flexible plastic packaging and styrofoam curbside.
- Soft plastic recycling - this is a gap that needs addressing.
- Pick up of soft flexible plastics (pink bin). Communities in the Lower Mainland are doing this already.
- Pink bins for soft plastics.
- I would like to be able to recycle plastic bags curbside and have yard waste curbside at least a few times a year.
- Glass, plastics, styrofoam should be part of curb-side pickup.

- Adding glass to curbside pickup.
- I'd like to send flexible plastic and glass at the curb like Kelowna is going to do.
- Include glass pickup with recycling. As seniors, glass is heavy to transport.
- Plastic bag included in recycling day.
- Expanded curbside to include items like package wrappers, soft plastics and styrofoam.
- Include my road (Lind Creek Road) for curbside collection of recycling.
- More items accepted for recycling at the curb.
- Broader range of recycle items accepted at the curb, e.g. styrofoam.

Expand yard waste collection at curbside

- allowing more than 3 bags or bundles for yard & garden waste pickup
- as above more frequent yard waste pick ups
- Organics needs to include yard waste
- I would love to see some sort of yard waste bin for weekly collection March-November. It would save in town residents from burning their yard waste. 2 collections a year is not enough
- Ability to use large organucs container more fully (ie yard trimmings/leaves)
- The addition of yard/garden waste and a larger range of recyclables for curbside pick up
- Maybe increase yard waste to twice a month during the busy season
- Some yard waste in curb side
- More options for yard waste would be nice
- Including a yard waste pickup option for grass
- I would like to see the blue recycling bin picked up every week durning the summer months and have pick up for large brown bags of garden waste every week as well
- Yard waste and compost would be nice additions to the community.
- Yard waste pickup in RDKB on a regular basis.
- Yard waste included in curbside collection.
- Larger green bins so yard waste can be included.
- Yard waste collection of grass, leaves using a large bin collected weekly.
- Grass clippings should be collected along with leaves.
- Inclusion of yard waste in curbside compost bins (Rossland specifically).
- Allow grass clippings and yard waste in the green bin for curbside pickup.
- As above - allow yard waste in green bins and glass in blue bins.
- More frequent curbside pickup of yard waste, especially in spring and fall.
- Yard waste curbside pickup like Kelowna has.
- Increase yard waste pickup during spring and fall to help with seasonal demand and discourage burning.
- Large bins for pickup of yard waste such as grass clippings, leaves and small branches.
- Earlier in spring and later in fall options for curbside yard waste disposal.
- Remove the limits on yard waste quantities for yard waste days - impossible to get all leaves out in the limited pickup days.
- Fall and spring yard waste pickup added to calendar.

Increase frequency of recycling collection

- More recycle pickup
- Recycling weekly would be fantastic
- weekly recycling collection, soft plastic collection
- reverse of standard practice currently, recycling once a week food and waste collection every other week
- I would like to see the blue recycling bin picked up every week durning the summer months
- More consistant pickup with less missed days
- More curbside recycling, Styrofoam, glass and plastic packaging
- More recyclable items allowed in curbside pickup
- More options for recycling. Adding more items that can be added to the blue boxes
- Recycling once a week, not every other week.
- Weekly rather than biweekly recycling service.
- Increase recycling to weekly.
- Recycling pickup weekly.
- Weekly recycling would be nice, and curbside pickup for all items presently only recyclable at the landfill.
- Recycling weekly instead of biweekly - also want recycling in one big bin instead of multiple small bins.
- Weekly recycling collection to coincide with garbage and compost.
- I have more recycling than garbage - I'd like recycling once a week and garbage every other week.

Extend service to multi-unit buildings and underserved areas

- At big white we have no composting capacity
- We are at Big white and did not know we could recycle food waste
- Would love to have curb side up here. So many visitors without cars
- We don't get curbside collection here, but our strata corp pays for it to be done
- I notice many household in West Trail do not participate in recycling collection. I think some work needs to be done in removing barriers to recycling for low-income areas
- I would also like to see improvements in recycling options for businesses and schools
- Include condos at Red Mountain in the compost/food waste program
- More services for stratas to participate in
- Include my road (Lind Creek Road) for curbside collection of recycling
- easier access to the schedule for days when recycling/compost is to be picked up for seasonable property owners
- More services for stratas to participate in.
- Expand organic collection to multi-family dwellings.
- Make options for apartments or condos to have access to green bins.
- Full service for all Rossland residents.
- Options for 5+ unit buildings - it would also be very helpful to have a transfer station in Rossland.
- Our community does not currently have curbside collection (Idabel Lake).
- We don't have any curbside collection in the area I'm in.
- Curbside at Big White - there is currently no curbside collection.

- Collection for lakeside properties on Sundays so that weekend users can also access garbage services.
- Come to Red Mountain.
- Condos should be included in all the programs, especially organics.
- Rural garbage collection - more options needed.

Improve bear safety and wildlife management

- Would love to see stricter rules to making residents using garbage cans. Animals get into bags.... garbage spreads
- I think we should eliminate curbside services - and place community, bearproof bins stratifically placed to serve several homes
- Bear and animal proof bins
- Bear proof compost bins Soft plastic curb side panels
- Animal proof bins being free
- Bearproof neighborhood bins for garbage and food composting
- After all the recycling and composting, we only do a garbage run once a month and have to keep the bins in the house because of the bears
- Actual liners generalized for recycled organic food collection... to keep them from stinking and attracting wild life
- Provide bear-proof bins for all residents at no extra cost - we live in bear country.
- Free bear-proof organics and garbage bins for curbside collection.
- A number of households don't use the program because of incidents of bears getting into their garbage or organics bins.
- Bear proof community bins in Rossland - curbside pickup does not work in a town with so many bears.
- The green bin curbside organics should not be in Rossland due to bears.
- I do not put out my food waste in the green bins - bear-proof bins still attract animals and maggots, and keeping food in the freezer is not feasible.
- We live in bear country - food waste collection seems impractical without a secure solution.
- Modify the program in Rossland to reduce bear problems.
- Central depot that is bear proof as an alternative to individual curbside bins.

Update cost and bag tag system

- Remove the garbage tag costs to households
- No more garbage stickers
- Recycling weekly would be fantastic. Would love to see a senior's discount for older residents and going back to the option to buy smaller bin tags
- More flexibility like communal drop off points... when you forget garbage day, forget to buy stickers
- A return to collections run and paid for by the RDKB or the City of Rossland
- Public service (not Alpine)
- Reduction in cost - $1/bag pickup for low income, seniors and disabled residents.
- Garbage, no charge. Recycling more than twice per month.

- Take away the tags - we already pay taxes to collect garbage.
- Remove the green tags. Frustrated when you run out and garbage day is next day.
- Every week garbage pickup. Lower cost (free) garbage tags - we already pay for the service, then pay for the tags too.
- Stop charging garbage by bag.
- Less expensive green stickers, especially for single seniors.
- No more green tags for bags - what was wrong with the old way?

Improve operations - reliability, scheduling, and bin design

- Alley Pick up. Moving pick up to the front curb is a hassle
- A smaller size green bin for smaller house holds
- better communication between company GFL and home owners
- not having somewhere to store food waste while waiting for pick up (especially in the summer)
- Standardized garbage bins provided to residents (like the green bins) would be nice
- The current curbside collection is working great
- A bin wash truck or program they get nasty especially in the summer months
- supplied garbage bins
- Where I live... organics program... could become a once every two weeks pick up
- The program was more successful when garbage and recycling and organics were picked up on Sunday
- once a year large item pickup
- More flexibility like communal drop off points
- Until the waste bin can be used with paper or compostable plastic bags we cannot participate
- I live on a steep alleyway and in the winter many weeks there just isn't collection
- More consistant pickup with less missed days
- Garbage - meet the schedule for pick up. 2025 was atrocious, 2026 has been better
- The organics pick-up is too difficult to use... I gave up after a couple of months
- Great service as it is
- We have an excellent service
- I don't use curbside collection, I find that I need to take my garbage/recycling/organics to the landfill more frequently
- Would love to be informed when pickup would be cancelled day-of instead of leaving bins out.
- Historically, even minor snowfall resulted in missed pickups - this seems to have improved but more reliability is needed.
- More consistent pickup times each week.
- Consistency in pickup times - GFL has improved but still missed around 5 times in the last year.
- I have noticed the recycling service has been skipping some houses - my bins were not overflowing.
- Improved communication around changing schedules and weather warnings.
- Smaller green bin and pickup of flexible plastics.

- Ability to use small green bin over the large green bin.
- The large food waste disposal bin is way too large for a one-person household - I really liked the small under-the-sink container.
- Hands-free bins.
- Easier access to the schedule for days when recycling and compost is to be picked up for seasonal property owners.
- Return to alley pickups for those with alley access.
- No pickup on holiday Mondays - not fair to residents who need to be home.
- Allow small bags/containers to be picked up curbside. Have staff pick up recycling they spill and glass they break.
- Stop charging for the specific compost bags - supply them if they are going to require specific bags.

Simplify the recycling system

- Have multi stream pickup of recylablez
- We are at Big white and did not know we could recycle food waste
- Needs better info/signage/education and a better connection/awareness of users about the fines
- Why only some of the recycling gets picked up and not others
- Recycling - clarity on which recyclables are processed and where
- I'm unclear whether soft plastics are worth recycling or are shipped internationally
- See above comments re plastic waste. I take the rest of the recylables directly to the dump
- More options for recycling. Adding more items that can be added to the blue boxes
- More recyclable items allowed in curbside pickup
- Recycled items should be collected from a single container and sorted at a single facility.
- Eliminate curbside garbage and recycling - make communal depots where you can drop items at your leisure.
- Ideally like Calgary - all recyclables in one giant bin and sorted later at a warehouse by machines and staff.
- All recycling in one big bin instead of multiple small bins.
- Preferred the original program where everything went into a clear bag.
- The Recycle BC program is so out of touch - only paper products and containers can be put out for curbside collection, which confuses residents.

Q13. Waste Sorting and Drop-off Facility Improvements: Open Comments

Survey Question: What improvements, if any, would you like to see in waste sorting and recycling drop-off facilities?

The substantive open-ended responses to Q13 have been grouped into the following themes.

Hours of operation - extend and make more consistent

- Increased hours of operation at the local landfill.

- Better and longer hours.
- Longer hours.
- Extended hours. Better access to composting.
- Increased hours 7 am to 7 pm daily.
- More open hours.
- Expanded opening hours and extended parking.
- Sometimes the Greenwood outdoor recycling bins are overflowing - needs more frequent servicing.
- Proper opening hours at Big White transfer station.
- Continue with the system we have, with expanded hours of operation at the Rock Creek facility.

Expand accepted materials at drop-off facilities

- Container for paper products
- Drop off facilities have been easy for me to use, but I know many people are unaware of the things they can recycle at the recycling depot. Maybe increase awareness of items that can be recycled there, and their hours of operation? A "Did you know . . .?" series of social media posts about unusual items that can be recycled/not recycled would be good.
- Take everything at one site: oil, paint, batteries, etc
- the addition of collecting soft plastics and styrofoam at the landfill has been awesome! It would be nice if I also had the option to drop off green bin compostable at the landfill.
- Free yard waste drop off.
- More sorting by households so others do not need to sort “our” recycling or garbage. It is still a mix of materials so someone else has to sort.
- Mostly though, companies should be legislatively required to use recyclable materials ONLY! No mixed, single use packaging!
- Metal recycling
- Food waste and hazardous materials drop-off at Christina Lake station.
- More items to be recycled at my transfer station.
- More metal and electronics recycling options - many valuable or toxic materials end up in the landfill for lack of options.
- Greenwood and area has no options for recycling electronics or small appliances.
- Add paint drop-off.
- Make it easier to drop off paint, oils and chemicals.
- Electronic and hazardous waste in one location.
- All electronic and hazardous waste in one location rather than requiring multiple trips.
- More bins at landfill for soft plastics - there is enough room.
- Having electronic recycling and battery recycling and oil recycling at one convenient location.
- Add battery recycling.
- More options to recycle things that are not containers or wrapping.
- No charge for organic drop-off. No charge for tree waste, wood, brush and lawn clippings.
- Tires should be accepted at transfer stations and landfills for recycling rather than buried.

- Recycling of composting and other material including textiles and more glass types.

Consolidate drop-off locations - fewer trips, one stop for everything

- The availability to use either the landfill or recycling depot on Rossland Avenue provides ample opportunity for us to take advantage of.
- Previously lived in Nanaimo where all recycling went into one large yellow bag. No sorting required. Would likely appeal to people who don't currently recycle.
- all facilities have same recycling options
- I would like to see satellite locations for plastics recycling. electronics, and hazardous waste. It doesn't have to be a regular option, but could be once a month or something seasonal.
- The current Recycling Depot is a disorganized mess in Grand Forks. Management has to improve. It was operated well by Alpine Disposal. Current operator has to be released.
- It is frustrating to have to drive around to many different locations for batteries, oil, electronics and recycling - why not have it all at one place?
- Just some consolidation of drop-off points.
- It would be fabulous to be able to make one trip to one location for all recyclables.
- A recycling drop-off not at the dump but within Trail would be advantageous.
- Recycling depot closer to the Rock Creek area.
- Would like the recycling bins to be in town - the landfill is too far in winter and many neighbours don't have vehicles.
- A central location accessible by foot traffic - bins for plastics and styrofoam in a box store parking lot would be ideal.
- More drop-off facilities around the region, and they need to be free.
- Transfer station in my community.
- Going to the landfill for anything is a pain - batteries, paints and propane canisters likely end up in the garbage. Need drop-off areas in each community.

Improve physical facility layout, signage and accessibility

- The current recycling centre in Grand Forks is a mess. The bins are too small and they are often full and overflowing. There seems to be a new contractor there; the old one had a better system.
- Our depot is often in a mess. I percieve that it might be a staffing issue, maybe more empoyees are needed.
- A much cleaner facility...it was rather disgusting at my last visit...a frw years ago it was so tidy and much cleaner...I understand it is recycling but even the battery/ bulb area was a mess
- Enhanced accessibility for people with mobility issues (in wheelchairs, for example). Not sure they could access the openings in the bins.
- Manage lines so that a person who has ten bottles to return for a deposit or one bag of milk containers doesn't have to wait behind four people who have entire pickup trucks full of bottles and cans. Sort of a fast lane, or 10-item checkout etc.
- Free dump days for junk clean up and wood waste to encourage people to clean up their properties

- In Trail - it would be nice not to have to line up to just recycle material. Or have a place more locally to do recycling. Rossland used to have it's own spot for recycling and it was great! Better signage and access.
- Better signage for each type of recyclable at the Trail landfill.
- Ensure adequate signage using pictures instead of words where possible.
- Better bins at the Greenwood landfill - glass bins are tiny and often full; a crushing cardboard bin and a place for shredded paper would help.
- Landfill is gross and full of birds - unsure of where to drop off (Greenwood specific).
- Fix the road into the dump, and the roads throughout the dump so that potholes are not the size of a small car.
- Lower doors for elderly and shorter people - parents have a tough time lifting bins overhead. Larger openings on bins would help.
- It can be quite difficult to stuff cardboard and containers into bins through the slots - not friendly for those with mobility challenges.
- The glass recycling is a dangerous nightmare - glass breaks with no safety shields to protect eyes. There has to be a safer way.
- Some of the openings for items are very small and it’s hard to get larger pieces in, e.g. styrofoam.
- Commercial cardboard recycling bins are difficult to use.
- Improved parking at Trail depot. Quicker drop-off and counting process would help.
- Better parking at Trail depot on that busy roadway.
- Access on both sides of recycling bins for easier access when busy.
- Easier access to bins at landfill.
- Improved access to the facility.
- For the Idabel Lake transfer station - better signage on the bins, larger decals, different colour bins.
- Clear signage, clear and orderly flow, knowledgeable and helpful staff readily available.

Provide reuse centres and salvage - bring back the free pile

- A reuse shed like previous
- Bring back the free stuff and reuse centre at the dump.
- There should be a reuse centre at the Trail dump so people can drop off items in good condition for others to use.
- Id like public access to look through and take things they will use.
- Bring back free stores at the dumps.
- Separate out building materials that could be reused or resold.
- We should be able to upcycle things from the landfill.
- Allow wood waste to be used by residents instead of discarded - a spot at the landfill where people can put working or useable items for others.
- Rossland - organic yard waste (branches, grass) should be free to drop off at the dump or a city transfer station.

Improve staffing and operations

- It would be nice to have a web site available that clearly showed where specific items can be re-cycled (batteries, metals, bio-hazards, etc.)

- Have the cardboard containers at the CL landfill emptied more often during the summer months. It is often difficult to get any cardboard into the bins as they are so full. It would also be nice if the opening in the landfill bins were larger or lower for ease of getting cardboard in.
- Parking is so needed at the Trail Depot , as the bus stop is there taking up room, and there is only room for 2-3 cars
- Increased hours of operation with better funding and facility improvements so that staff can maintain cleaner grounds.
- The recycling depot is painful - too small a lot for the traffic it receives, understaffed.
- I would like to see a part-time employee alongside the full-time employee at the local landfill to clean up areas where garbage and recyclables have blown.
- More employees. More space at bottle depot - sometimes people have to bring things back home.
- More staff for cleaning, more options.
- A better system for landfill-designated items so that locals don't get frustrated at transfer station attendants.
- Our sites are well run but there are times when they are overloaded and the site becomes messy.
- Recycling depot reeks - people are leaving garbage in the parking area. Needs to be cleaned up.
- The depot in Trail is great and always kept really clean. [Positive feedback.]
- Trail recycle depot is in a terrible location.
- Our recycling depot is too small and often very busy.
- The recycling depot is somewhat disorganized and congested.

Improve compost access and organic drop-off

- No charge compost to the public - after all we made it possible by filling the green bins.
- The ability to have the compost loaded into my truck - shoveling and lifting makes it impossible for me to access.
- A composting facility at the McKelvey Creek Regional Landfill.
- Remove the charge for organic drop-off.
- Access to composting drop-off in rural areas - some areas lack this service entirely.
- I am pleased with improvements at McKelvey Creek landfill. It's annoying we can't drop off items with a power cord there anymore.
- It would be nice to have a recycling facility in Rossland. Green waste is super important.

Accommodate hazardous waste and special materials

- As above - motor oil, oil filters and motor oil containers to be recycled at local collection sites.
- Paying or reducing costs to dump valuable recyclables like metal would encourage sorting.
- Lower tipping fees for non-garbage bag waste at landfill.
- Reduce dumpage fees - taxes, property tax, waste taxes, fees for bags, fees to dump are excessive.
- Free scrap metal drop-off at facilities to reduce roadside scrap metal collection, particularly at 1080 Highway 3.

- Free composting and shrub drop as an incentive to FireSmart properties.
- Additions of more EPR programs.
- Larger fines for illegal dumping; lower the minimum cost of dumping to dissuade people from not using the landfill.

Q14. Gaps and Opportunities: Open Comments

Survey Question: What other gaps and opportunities do you see in existing waste services?

The substantive open-ended responses to Q14 have been grouped into the following themes.

Materials with no current program - textiles, clothing, large items and special waste

- Clothing and fabric recycling is nonexistent.
- We need a clothes donation area.
- Clothing recycling - and large item pickup. Sometimes a piece of furniture is no longer needed and not in good enough shape to give away.
- More opportunities to recycle or dispose of larger items for people who do not own trucks - furniture, TVs, washers and dryers.
- Textile recycling - Whispers of Hope in Grand Forks is currently gathering textile recycling from around the Boundary.
- No glass recycling in some areas.
- Charging cables - no idea where to take them or how to recycle them. Household plastic (old Brita jugs) - where do they go and how to recycle.
- Gap in information on where to dispose of chemicals and their containers - antifreeze, oil containers, oil rags.
- Oil recycling, old paint cans, batteries - need a clear local option.
- There is a gap in organic waste collection for some communities.
- Need additional programs to divert household hazardous waste not currently covered under EPR programs - mattress and textiles diversion, bulky item pickup.
- I found an old container of what I suspect is roofing tar on my property with no label - nowhere to dispose of unknown products safely.
- Lack of commercial recycling options - for businesses in Grand Forks the commercial recycling at the dump doesn't meet their needs.
- ICI sector involvement in food waste composting.

Reuse, repair and resource recovery

- More Trash to Treasure days with curbside pickup available for items not taken, curbside household removal, Christmas tree drop-off areas.
- Salvage centre at the landfill where you can donate usable items and they are sold at a discount - reduce, reuse, recycle.
- A place to put good, unused building supplies for public use - for contractors.
- Free-cycle or a donation centre for unneeded but usable items.
- I really really liked when there was a FREE store outside the dump.
- Reuse station.

- A community in BC hosted a Fix It Fair where people could bring broken items for repair - would love the RDKB to try that.
- I saw a cool video from Sweden - a whole mall that fixed or repaired broken items. Something like that at the Trail mall.
- Repair options need to be developed.
- Allow people to access and take things from the landfill that can be repurposed.

Yard waste - seasonal gaps and accessibility

- Yard waste pickup in Rossland, at least seasonally.
- Rossland needs to bring back yard waste pickup - not having this service caters only to able-bodied people with trucks.
- I would like to be able to take my yard clippings to the dump for free - otherwise they get burnt or dumped in the bush.
- Later yard waste collection in autumn, after leaves have dropped from trees.
- Dropping off yard waste directly at the landfill seems expensive.
- Bring back spring clean-up day for FireSmarting purposes.
- In community yard waste composting options - leaves, grass.
- When we are expected to take yard waste to bins in town, they are always over-filled, often with material that shouldn't be in them.
- Add curb side pickup for spring and fall yard and garden clean-up debris.
- Would love to see more choices in curbside recycling including yard waste.

Service equity - multi-unit buildings, rural communities, seniors and people with disabilities

- Many condo buildings at Red Mountain Resort have eliminated recycling collection all together due to high fees and poor service - everything is going to landfill.
- Specifically, I'd like to know where items dropped off actually go.
- Assistance or programs for elderly and/or residents with mobility and accessibility challenges.
- More consideration for elderly and/or disability - taxpayers using a walker or cane can't use the big green bin.
- Access to finished compost and soil for gardeners who can't shovel.
- Curbside pickup of all non-refundable recycling material for those without vehicles.
- There is a gap in service for the downtown core - it has been left out of waste management plans.
- Free garbage, recycling and green box collection for apartments.
- Would like a 'Express' refundable drop-off closer to home - closest depot is 79 km away.
- Reduce cost of green stickers especially for single seniors.
- No 'able-ism' in policies that create barriers for persons with disabilities.

Education, communication and public awareness

- Education, education, education - through 30 years of homeownership, education about Bear Aware practices made a real difference.
- Better education for visiting people at long-term and short-term rentals - most tourists on vacation don't bother sorting.

- Educating newcomers as they come into Rossland. Better signage on where and what to do with garbage, recycling and compostables.
- More government pressure on businesses to reduce packaging. More education to the public so people trust the system.
- Lack of communication and change management strategy when implementing new systems - hire a communications specialist or train existing staff.
- RDKB needs to seriously evaluate and modify its website - many technically capable seniors can't find information.
- I love the waste management calendar - please add the yard waste pickup schedule to it.
- More education on what is available - dumping, compost retrieval, prices - not enough visibility.
- More diversion of compost and recycling from landfill in public spaces. Businesses and restaurants should be required to participate.
- Better understanding of what happens to our recycling - where does it go after you've sorted it?

Illegal dumping and litter

- Roadside litter and yard waste still occurring - needs to be addressed.
- Too much is dumped off road - crack down on violators.
- There must be something that can be done to close down free roadside scrap metal (1080 Highway 3) as it is an environmental concern.
- Less garbage and littering and dumping in the woods.
- Keeping fees at the dump low to discourage unauthorized dumping in forested areas, ditches and abandoned properties.
- Less junk scattered around in areas outside of the city dump - rural households need more recycling options.

Innovation and system-level improvements

- Maybe look at a waste system that generates power - like Harvest Power, partnering with Fortis to reduce waste in landfills and make energy.
- Possibility of methane capture.
- One truck system - a waste of gas and resources to have several trucks picking up at the same household.
- Single bin collection sorted at a facility (like Calgary) - makes recycling easier so more people do it.
- Build a recycling plant locally.
- RDKB should support packaging sales that is reusable from both stores and restaurants.
- Opportunities to create revenue generation streams - partnering with organizations to turn waste into energy or valuable compost products.
- Revenue generating activities - the system should be break-even with a transparent budget to the public.
- Stop trying to reinvent the wheel - if the current system works, build on it rather than changing it for the sake of change.
- Want to see soil testing for compost that exceeds OMRR requirements, including PFAS testing.

Compost access and organic waste expansion

- Allow people to access a certain amount of compost per household from the compost facility - a nice way to encourage participation.
- Access to finished compost and soil would be great.
- No charge or discounted compost available to residents.
- More composting facilities - happy that compost is now available for sale at the landfill.
- Green bin services especially during apple harvesting season.
- Organics - if it's available I haven't been made aware of it.
- Expand green bins to businesses - including downtown Trail restaurants.

Q15. Communications Channels: Additional Comments

Survey Question: Which communications channels do you currently use? – Additional Comments.

The open-ended responses to Q15 have been grouped into the following themes.

Additional channels used or suggested

- Signage at boat launches
- RecycleBC App - used as a key reference for recycling guidance.
- Radio - cited by multiple respondents as a channel they currently use.
- Email - used for recycling-related communications.
- Neighbours - word of mouth as an informal but used channel.
- Library internet - used for accessing information.
- Phone calls to RDKB or the Landfill when in doubt.

Recommendations for reaching all residents equitably

- Please stop using resource-dependent methods such as paper and mail-outs. People without digital access or who are shut-ins need to be informed or prompted by peers or caregivers, not by circulars delivered to every address.
- Communication in Elementary and Secondary Schools - why should we recycle, how much goes to landfill, cost savings tips, hands-on activities like wrapping compostables in newspaper. Young people will take knowledge home to their families.
- Pop-up events, such as at the Incredible Market Day in downtown Trail, would be an effective in-person channel.

General comments on communication and civic responsibility

- Please do not litter and do not dump garbage on the land - more people going out to pick up litter in the community would help.
- More transparency on what happens to items in compost, recycling and even the landfill - this would increase public buy-in.

Q18. EPR Programs: Items to Add and General Comments

Survey Question: Please share any products you would like to see added to EPR programs, or provide any general comments you have about EPR programs.

The substantive responses to Q18 have been grouped into the following themes.

Products respondents want added to EPR programs

- Flexible/soft plastics and film — plastic bags, food wrap, cellophane, bread bags, plastic food bags and flexible styrofoam packaging cited by multiple respondents as the most glaring gap.
- Textiles and clothing — clothing, fabric, blankets, bed sheets cited by several respondents; one respondent noted Whispers of Hope in Grand Forks is already gathering textiles for recycling.
- Mattresses and furniture — mattresses cited by multiple respondents; old furniture (particularly items that can be taken apart) also mentioned.
- Styrofoam — expanded polystyrene packaging cited frequently as something that should be part of take-back or EPR collection.
- Hard plastics and plastic toys — plastic bins, laundry baskets, toys, playground equipment noted as items currently sent to landfill despite having recycling symbols.
- Batteries — household batteries (AA etc.) cited, with one respondent noting batteries are no longer accepted at the Osoyoos Return-It; suggestion to include in curbside pickup.
- Small and large electronics — small appliances, TVs, washers and dryers; multiple respondents note difficulty finding drop-off info for small electronics.
- Sports equipment — skis, bikes and similar items suggested as an EPR candidate.
- Hazardous and specialty items — bear spray (expired), propane tanks, fire extinguishers, gas cans, asbestos, used oil and antifreeze cited as items with no clear local disposal pathway.
- Construction and renovation materials — drywall, renovation waste, scrap metal (specifically the roadside pile on Highway 3) suggested for inclusion.
- Wax, foil and plastic-lined composite packaging — multi-layer bags that cannot currently be separated for recycling.
- Office supplies — ink cartridges and pencils mentioned; books also flagged as currently not accepted at the RDKB recycling centre.
- EV and e-bike batteries — flagged as an emerging priority as these products enter the waste stream.

Awareness and information gaps - many respondents unfamiliar with existing EPR options

- Several respondents were unaware that EPR programs exist or what EPR stands for — 'What does EPR mean?' and 'Never heard about this program' reflect a significant awareness gap.
- Many respondents did not know that items like tires, medications and electronics already have take-back programs — better communication could unlock existing capacity.
- Information on where to take specific items is hard to find. A centralised, up-to-date list of drop-off locations and accepted items posted on regional and municipal websites, or distributed as a flyer, would help significantly.

- Small electronics recycling is particularly poorly communicated — multiple respondents noted they want to do the right thing but cannot find clear guidance.
- Not sure where to take batteries, lightbulbs, oil, antifreeze, or gas — cited by several respondents as a practical barrier.

Access and convenience barriers

- EPR programs have to be easily accessible for people to use them — distance and inconvenience are cited as reasons why items end up in landfill or garbage.
- A curbside option for non-hazardous EPR items (plastics, foams) would be a significant improvement for those without vehicles or with mobility limitations.
- As an older person, trips to the transfer station with glass and styrofoam can be more than I am able to manage — items that could be recycled end up in the garbage bag.
- Centralising drop-off to one location in each community would reduce the friction of visiting multiple sites for different materials.
- Annual or 2-3 times per year community collection events for EPR items such as paint, aerosols and HHW would help residents who accumulate items between events.
- More opportunities for people without trucks to dispose of large items — furniture, TVs, washers and dryers.
- Free metal drop-off at the landfill would help reduce the roadside scrap metal accumulation on Highway 3.
- I am curious about the possibility of bins being added to our transfer station to collect common EPR items such as non-refundable glass and flexible packaging.
- Affordable commercial recycling options are needed — the current cost is prohibitive for small businesses.

Concerns about EPR program integrity and producer accountability

- Concern that waste is being shipped overseas or dumped in developing countries — respondents want assurance that materials are tracked and disposed of responsibly.
- EPR should go further: companies should not be able to brand products unless they recycle them or pay to do so. Unique or non-standardised packaging is wasteful.
- All bottles should be cleanable and reusable — standardisation would reduce end-of-life complexity.
- Right to repair legislation is needed so that products do not reach landfill prematurely — EPR should incentivise durability, not just end-of-life recycling.
- There is concern about the growing disposability of products rather than a shift toward repairability and longevity — EPR must address design as well as disposal.
- The producer or retailer should be made more responsible for collecting items like mattresses, furniture and bear spray for proper recycling.
- Why is a deposit fee and a recycling fee charged on milk containers? A returned container should pay for itself.
- This is just another tax — scepticism about the cost burden of EPR fees on consumers.

General support and positive comments

- Highly supportive of EPR programs — kudos to BC for ensuring producers pay for disposal rather than taxpayers or the environment.

- The EPR program is a positive and important initiative.
- Our household recycles everything we can and is satisfied with the current options.
- The tire shop we use takes our old tires — existing take-back programs are working for some respondents.
- I didn't realise EPR programs took some items like tires and medications — pleasant surprise.

Battery drop-off facility concerns

- The battery sorting area is a joke — messy, disgusting and disorganised. Needs significant improvement.
- Batteries are no longer accepted at Osoyoos Return-It — respondents unsure where to take them now.
- Suggestion to include household batteries in curbside recycling pickup.

Q21. Reduce Waste Generation: Open Comments

Survey Question: If you indicated support or strongly support for expanding programs/policies to reduce the generation of waste (Q20), what specific programs or policies would you like to see expanded or created?

The synthesized points from responses to Q21 are grouped below by theme. This question follows Q20 (support for expanding reduce waste generation programs) and captures specific suggestions from respondents who indicated support or strong support.

Reduce packaging and shift responsibility to producers

- Reduction of single use items, packaging
- Right to repair policy and policy to discourage planned obsolescence
- Encouraging companies to use organic and reusable packing materials eg. glass bottles over plastic.
- not if it will cost us more money - make the producers of goods 100% responsible
- reduce bottled water use, reduce paper use
- Reducing plastic packaging for food specifically produce
- Less packaging
- More accessible reuse opportunities (ex: return of the free store at landfill)
- More accountability for industry
- Eliminate all animal products; they are inherently wasteful and climate warming.
- Easily removable labels that don't leave glue residue to make cleaning plastic easier
- Stricter rules on packaging to reduce unnecessary waste
- More local recycling of materials to ensure more complete recycling and reduce supply chain carbon emissions
- Encourage reuse of glass bottles
- Have hard plastic glasses at events
- Reduce packaging waste
- Encourage more reusable containers (restaurants, grocery stores, etc)

- Certain products such as gold fish packaging, currently unable to recycle
- recycle plastic waste bags
- Restriction on packaging — less packaging at source is the priority.
- More accountability on manufacturers to reduce packaging; require producers to use refillable, reusable; advocate for producer responsibility.
- Policies that incentivise circularity or minimal packaging, directed at companies not the end user.
- Curbside pickup of flexible plastic, paid for by packagers.
- Shifting the burden of the programme from taxpayer to companies that produce the packaging.
- Incentives for businesses to use low-waste, biodegradable or reusable packaging.
- Focus on the first R — reducing — rather than recycling, especially for plastics.
- Right to repair laws and EPR programmes that require minimum durability standards.
- Grocery stores stopping use of styrofoam.
- If we stop producing and replacing things frequently we reduce the cost of both making and disposing.

Expand curbside recycling collection

- Smaller size of green bins to get smaller households to use the program. Weekly recycling pick up, flexible plastic curbside pick up, every other week garbage pick up.
- flexible plastics and foam
- Yard waste in the organics pick up
- Food waste, foam, batteries, appliances, soft plastic, wood, drywall
- I would like the expansion of recycling of glass, metal, and plastics to schools and businesses.
- Curbside collection to accept more
- Glass and flexible plastic bag pick up at home
- Metal recycling
- More curbside items to be collected.
- Reminding public of what is the differences between plastics that can or cannot be recycled.
- garden weed and plant
- recycle plastic waste bags
- Expand what curbside recycling picks up — soft plastics, glass, styrofoam and flexible packaging cited most frequently.
- Trucks picking up all types of waste, removing the need for trips to the transfer station — especially important for older residents.
- Weekly recycling pickup and curbside collection for items currently only accepted at the landfill.
- Curbside pickup for glass, plastic films and zip-lock bags.
- Styrofoam and plastic bags to be taken with blue bin collection.
- Curbside flexible plastic and foam pickup.
- Single container recycling sorted at a central facility.
- Expand to include flexible plastics, household batteries and household lightbulbs.

- Earlier yard waste pickup, plastics and styrofoam curbside.

Reuse, repair and resource recovery

- Repair Cafes, better or more accessible yard waste programs, better partnerships between business where one's waste may be used by another
- Recycling of clothes and furniture
- Less packaging
- More accessible reuse opportunities (ex: return of the free store at landfill)
- Can we dispose of tree limbs/branches at the landfills?
- Reducing waste and encouraging more reuse and recycling
- Encourage reuse of glass bottles
- Have hard plastic glasses at events
- Recycling of clothes and furniture
- Repair clinics for small appliances and a permanent reuse building — not just an annual event.
- Trash to Treasure days increased and/or a reuse centre re-established.
- Free store — public access to retrieve and reclaim items from the landfill.
- Community resource sharing to reduce need to purchase — tool library, service sharing, expert repair days.
- Public access to repurposed or recycled items including wood, metal, electronics and cloth.
- Electronic waste recycling via the Trail smelter programme.
- Localized recycling plant that recycles and resells materials to corporations for reuse.

Composting and organic waste

- Yard waste in the organics pick up
- Food waste, foam, batteries, appliances, soft plastic, wood, drywall
- Composting and recycling in schools.
- Food waste options
- garden weed and plant
- I would like to put my dirt-free yard clippings in my green bin. I would like to have a more convenient solution for weeds in my yard other than store them all summer for city collection in the fall, or collect and drive to the dump.
- Eliminate all animal products; they are inherently wasteful and climate warming.
- Smaller size of green bins to get smaller households to use the program.
- Expansion of organic composting at local landfills with option to purchase recycled soil.
- Free or subsidised compost drop-off a couple of times a year.
- Increase composting to cover commercial programmes in the area.
- Inclusion of yard waste in the green bin programme.
- Yard waste curbside pickup on a regular basis, including in Rossland.
- Compost that can later be accessed as soil pickup — closing the loop.
- Diverting food waste from restaurants and grocery stores into the compost programme.
- Compost and green waste added to the Big White transfer station.

Equity, access and affordability

- Expand availability of recycling and green bins to condo and apartment buildings.
- Recycling free for apartments and condos.
- Make waste reduction and disposal affordable or free — cost is a barrier to participation.
- Conditional support only if there is no additional cost to municipalities or residents.
- Foam, flexible plastics and glass drop-off hours have been reduced — making it less practical for the average community member.
- Better, more convenient drop-off locations — every town should have a recycling depot.
- Communal bear-proof bins, especially in Rossland.

Education and communication

- Further public education to bring more residents onboard with the program.
- Composting and recycling in schools.
- I would like to know that recycled materials are actually being recycled by the province
- Reminding public of what is the differences between plastics that can or cannot be recycled.
- Easily removable labels that don't leave glue residue to make cleaning plastic easier...
- Mandatory recycling
- Reducing waste and encouraging more reuse and recycling
- A stronger push in schools — education from an early age on what to recycle, where and why.
- Better public information and recycling tips on a regular basis.
- Education for the younger generation to inform households.
- Confidence that materials placed in recycling bins are actually recycled, not shipped overseas.
- Better information on EPR drop-off locations in the Boundary area.
- Municipal and regional district websites need to be clearer — conflicting or hard-to-find information is a recurring frustration.

Q23. Recycling and Reuse: Open Comments

Survey Question: If you indicated support or strongly support for expanding recycling and reuse programs/policies (Q22), what specific programs or policies would you like to see expanded or created?

The synthesized points from responses to Q23 are grouped below by theme. This question follows Q22 (support for expanding recycling and reuse programs) and captures specific suggestions from respondents who indicated support or strong support.

Expand curbside collection - materials and frequency

- Smaller size of green bins to get smaller households to use the program. Weekly recycling pick up, flexible plastic curbside pick up. every other week garbage pick up.
- Expansion of the items collected curbside to include some of the items that now go to the depot.
  I hate having to take time during my workday (precious breaktime minutes) to go to the

depot, because it's only open during work hours. Going to Trail on the weekend just doesn't happen.
- More locations throughout the RDKB
- Expanded curbside collection catagories
- Make it easier; e.g., glass collection
- I believe our recycling programs are sufficient, we just need to get more people on board
- Glass curbside pickup — return of glass recycling to the collection programme.
- Soft plastic and flexible packaging curbside — pink bins for flexible plastics cited specifically.
- Styrofoam and plastic bags included in curbside collection.
- Expanding curbside recycling to all non-refundable items.
- Weekly recycling collection rather than biweekly.
- Curbside pickup for paint cans and similar items two or three times a year.
- More items collected curbside to reduce depot trips.

Reuse and repair infrastructure

- Bike recycling depot
- Reuse by donating to places where items are free to those who need them
- Free stores at landfill
- I would like to see more opportunities for repairing. I know there are people out there who are good at fixing things. I neither have the time nor skills to repair many objects, but would be happy to pay to see more goods repaired and diverted from the landfill.
- need a reuse station in our area , I have to throw out good stuff as no place to drop off in town(s) near by
- Re-use and reduce education. Don't buy a lot of food just because it is on sale. I dismantled an old house and built a great cabin. It sleeps 4 and has everything needed for a small family. It cost me $63 000 to do so. Because I know what I am doing when building, it is built to code, but not inspected. The permits, inspections, new materials requirements and other government regulations would have tripled the price if I followed them. I would not have taken on the project if I had to follow all the silly rules, an adobe would not have been built and the old house materials would have ended up in the landfill or burned. Generally this sort of idea needs to be more common.
- Creation of more reuse depots — cited as more important than recycling by several respondents.
- Repair cafes and fix-it programmes — encourage 'handy' people to engage locally with RDKB support.
- Free stores or swap sheds at transfer stations.
- Ability to take usable items from the landfill — old appliances, furniture, building materials.
- Contractors' reuse stations — separate area for usable construction materials.
- Annual large-item collection event.
- Habitat for Humanity–style building material reuse model.
- One respondent explicitly noted support specifically for reuse over recycling: 'I would be in favour of figuring out ways to move beyond recycling, which just maintains the status quo.'

Drop-off facilities - access, hours and locations

- Make businesses participate and create new landfill bans
- Expand the hours of the day and days of the week for using the dump.
- Smaller, more local drop-off locations to reduce driving — especially for items not collected curbside.
- Better bottle depot hours.
- Drop-off location for all recyclables in Rossland.
- Local drop-off in Rossland for residents who miss kerbside pickup.
- A closer drop-off site would be more feasible for many residents.
- Central location for recycling rather than multiple sites.
- Recycling pickup at Red Mountain.
- Christina Lake pickup day — change back to Sunday from Monday.
- More drop-off locations generally — just more of them.

Producer and business accountability

- support only if the producers of the goods pay
- All hazardous waste and chemicals need to be disposed of at a recycling collection location.
- Not for Recycle BC to do more except to have government mandate strict policies for companies!!! They must stop producing products that are single use/ throw out items!
- Companies must reduce packaging and be responsible for all packaging they produce.
- Make the producers pay for the packaging, not the end user.
- Visible point-of-sale fees for plastic packaging.
- Ensuring businesses and restaurants are included in recycling and reuse programmes.
- Businesses held more accountable for unnecessary packaging.
- Any partnerships with businesses that could use scrap materials.

Textile and clothing recycling

- Clothing and textile recycling — cited by multiple respondents as an unmet gap.
- Natural fibre recycling — 100% cotton, linen, wool, bamboo, hemp fabrics, bedding, towels.
- Local thrift stores are overstocked or have restrictive donation hours — a community fabric reuse centre would help.

Cost and funding concerns

- Support only if it does not require another fee increase.
- Reduce cost of garbage bag tags to encourage more recycling.
- Increase the cost of bag tags as an incentive to recycle more.
- Return-it depots are expensive — more accessible options needed.
- Support for circular economy principles, but only if economically viable.

Education and awareness

- We need more information of where to recycle these items. A wall chart would be great. Not all of use use computers.
- Easy access to information on what can be recycled and where.

- School programmes — bring kids into facilities, earth month activities.
- More promotion of trash to treasure events.
- Printed collection schedules available at transfer stations.
- Awareness that less than 10% of plastics in recycling bins may actually be recycled — transparency needed.

Q25. Organic Waste Diversion: Open Comments

Survey Question: If you indicated support or strongly support for expanding food, yard and other organic waste diversion programs/policies (Q24), what specific programs or policies would you like to see expanded or created?

The synthesized points from responses to Q25 are grouped below by theme. This question follows Q24 (support for expanding organic waste diversion programs) and captures specific suggestions from respondents who indicated support or strong support.

Yard waste curbside pickup - the dominant request

- Yard waste curbside pickup cited by the largest number of respondents as the most wanted expansion.
- Multiple pick ups for yard waste/tree waste throughout the year - spring and fall"
- The availability to place more yard waste in the bins.
- We desperately need a yard waste program
- I would like to have a better way to deal with weed roots in my yard... I would also like to be able to put my yard clippings in my green bin.
- free yard and garden waste pick up
- It would be nice to have branches and other bigger items collected a couple times a year.
- Yard waste collections days are not not happening in Christina Lake. So I must use my car to take the grass clippings and prunings to the dump.
- Yard waste fees should not be charged in an effort to clean up fire hazards
- ability to have larger quantities of yard waste picked up
- As mentioned above, provide free days of yard waste disposal to encourage Firesmarting
- yard waste pick upcurrently in our area it needs to be brought to landfill
- yard waste bin for greenwood!
- Large bins for yard waste picked up at least every two weeks.
- Curbside pickup for grass clippings, raked leaves and branches.
- Earlier and later pickups — yard waste generation begins in February, well before the current May start.
- More frequent yard waste collection throughout the high season.
- Yard waste in the green bin — why aren't food and yard waste collected together?
- Allow twigs, leaves, pine cones and small yard trimmings in the green bin.
- Less restrictive rules on yard waste — ease of use would increase participation.

Expand access to multi-unit, commercial and rural areas

- Expansion of green bin program to businesses and institutions

- Food waste at the Christina Lake waste facility
- Our schools also do not have green bin collection
- include commercial enterprises
- Need the city or KBR to have a place in town (Rossland) , it is waste full driving sticks yard waste to Castlegar ect.
- Yard waste collections days are not not happening in Christina Lake.
- community drop off locations
- Extend the programme to condo and apartment buildings and strata organisations.
- Expand green bin collection services for multi-dwelling buildings.
- Expand organics collection to businesses — offer a drop-off option at minimum.
- Condo and commercial programmes specifically — make it easy.
- Yard waste pickup in rural areas — would reduce open burning.
- Organic waste collection at Big White where no programme currently exists.
- Rossland needs a central, electric-fenced food waste drop-off — not curbside green bins.

Bear and wildlife safety

- “The green bin should have all been originally bear proof …. Not everyone has easy/ indoor access to storing stinky items , especially in the summer”Bear-proof bins for all residents — free of charge.
- Bear and wildlife safe organic waste options for high-risk properties, or subsidies for bear-proof storage sheds.
- Special attention to minimising wildlife conflicts — look to Canmore or Lake Tahoe as models.
- Communal green bin collection or central drop-off for food waste to manage bear attractants.
- More drop-off locations as safer bear country practice.
- Being in a bear community, the curbside programme creates problems — people not following bear attraction laws.
- Composting electric fencing grants and discounts through bulk buy agreements.

Bin sizing and usability

- Smaller size of green bins to get smaller households to use the program.
- The availability to place more yard waste in the bins.
- I would like to have a better way to deal with weed roots in my yard… I would also like to be able to put my yard clippings in my green bin.
- Refine what is already in place. Would like to see pet waste and hair clippings included
- Smaller, critter-resistant green bin for seniors or households that generate very little food waste.
- Large green bin or counter bin — homeowner’s choice. Seniors will not use the large wheeled bin.
- The current large bin is too big for one or two-person households.
- Better bins for those who don’t have large amounts of waste.
- Food waste in smaller portions — sell small bags that can be picked up.

Close the composting loop - compost access and food recovery

- Countertop composting pilot project.
- Community compost stations where we could get access to compost.
- Food waste at the Christina Lake waste facility
- Make restaurant/grocery stores participate
- A place where residents can get the finished compost for free.
- Give back the compost to the community.
- Compost deposit site at the landfill.
- Expand to restaurants and grocery stores — work with them to divert food waste and redistribute edible food to farms or social programmes.
- Food recovery programmes — much food waste exists where there is also poverty in the region.
- Supermarkets should be held accountable for disposal of food waste.
- It is probably more efficient to compost at a central location rather than individual yard bins.

Neighbourhood and community composting

- Community drop off locations”
- community compost stations where we could get access to compost.”
- Need the city or KBR to have a place in town (Rossland)”
- Stop unnecessary transporting — install neighbourhood composters.
- Community drop-off centres for organic waste rather than by individual residence.
- Drop-off option for those who cannot manage curbside collection.
- Communal green bin collection or the ability to drop off food waste at a central location between collections.

Cost and ICI sector

- Include commercial enterprises”
- Yard waste fees should not be charged in an effort to clean up fire hazards”
- You do enough good programs. Go back to the companies and place the emphasis on being responsible on them!”
- Make restaurant/grocery stores participate”
- Support only if taxes do not increase.
- Yard waste drop-off should be free year-round.
- ICI landfill bans on organic materials to drive diversion.
- Smaller food waste ban across the entire RD to get ICI on board.

Q27. High-Impact Waste Sources: Open Comments

Survey Question: If you indicated support or strongly support for expanding programs/policies targeting high-impact waste sources such as construction and demolition waste, greenhouse gas-intensive food waste or bulky waste (Q26), what specific programs or policies would you like to see expanded or created?

The synthesized points from responses to Q27 are grouped below by theme. This question follows Q26 (support for expanding high-impact waste sources programs) and captures specific suggestions from respondents who indicated support or strong support.

Construction and demolition waste - improve handling and diversion

- Make it easier to recycle these items. Currently they go in general garbage.
- Make fees higher for dumping of construction waste and furniture. There are easy options to sell or give away many items that end up in the landfill
- Yes, then those large items might not be dumped on back roads and down gullies.Better separation of demolition materials — wood and drywall for recycling.
- Require construction and demolition waste to be sorted; increase penalty fees to discourage recyclable materials from entering the waste stream.
- Better waste management and tracking of construction waste and recycling on site.
- Contractors rarely sort waste — financial incentives and penalties are needed to change behaviour.
- Building deconstruction rather than demolition — promote salvage of materials before waste is created.
- Construction waste at Big White is described as a serious problem — junk left on site until covered by snow.
- Diverting waste from building sites before it reaches the landfill.
- Used concrete drop-off point.

Reuse centres and salvage for building materials

- Recycle construction waste
- Reduce cost of furniture disposal programs
- Reuse centre for building materials from renovations and demolition.
- Infrastructure at dump sites to store and resell reusable items.
- Construction and demolition donation area where clean or useable scrap can be stored for public purchase.
- More sharing opportunities rather than usable items being sent to the landfill.
- Reuse and recycle construction and demolition waste — Squamish cited as a positive model.
- Trash to Treasure for old furniture with life left; reuse building for construction excess.
- Habitat for Humanity is a great resource in Grand Forks.
- Dismantle and reuse programmes — community help for people who need repairs using old construction materials.
- McKelvey landfill appears overwhelmed with wood waste including pallets — a wood waste recycling stream is needed.
- Mattresses should be broken down and recycled.

Bulky waste - easier pickup and drop-off

- Mattress recycling
- When I take items to the landfill they measure the weight of the items. When I bring down concrete that weighs a lot but it’s very dense and takes up much less total volume in the landfill than other waste products. It would make sense to measure by volume instead of

weight (which I understand is much more difficult)Free curbside pickup of large items once or twice a year.
- Roadside collection at least twice a year for bulky items to reduce transfer station trips.
- More frequent curbside pickup for large items.
- More accessible and affordable options for bulky waste — current cost is prohibitive.
- More options at transfer stations for remote communities — current three-bin setup is overwhelmed when residents renovate.
- 2–3 times a year drop-off for furniture and construction waste from private individuals — free of charge.
- Better drop-off accessibility for people without vehicles.

Food waste and commercial sector

- Grocery stores and restaurants should participate and help fund food waste diversion.
- Food recovery programmes — ensure grocery stores and restaurants use organics disposal.
- Food waste diversion from high generators in the ICI sector.
- Large companies should be required to offset waste, with money back into the community.
- There should be efforts to salvage usable materials from demolition and use materials as fill.

Greenhouse gas and landfill gas recovery

- Methane gas recovery from landfills — has this been considered?
- Carbon and GHG-intensive waste streams should be addressed, particularly food waste decomposing in landfill.
- Waste-to-energy approaches for items that cannot be recycled or reused.

Cost, accountability, policy and education

- I still believe more education is required so more people understand the overall program.
- users must pay
- Higher fees for disposal of construction and demolition waste.
- Charge heavy users — those generating the most waste should pay proportionally more.
- Reduce costs at the landfill to discourage illegal dumping — high fees are linked to fly-tipping.
- Our largest producers of this type of waste should be held accountable for proper disposal.
- Concerned that high fees will simply shift waste to illegal dumping — balance is needed.
- Landlords should be made responsible for their tenants' waste compliance

Q29. Cost Recovery: Open Comments

Survey Question: As the costs of waste management in the region continue to increase, how would you prefer to see these costs recovered? (Respondents selected from: waste disposal charges / pay-as-you-throw; taxation/everyone pays; increasing EPR programs/producer responsibility. The following comments accompanied those selections.)

Responses were:

- Through waste disposal charges (i.e., pay–as-you-throw / producer pays, e.g. garbage tags and tipping fees) – 188 responses (32.5%)
- Through taxation (i.e., everyone pays) – 108 responses (18.7%)
- Through increasing Extended Producer Responsibility (EPR) programs (i.e., manufacturer/producer responsibility for end use of products – 233 (40.3%)

Q29 generated the following written comments.

Cost should not be a barrier - affordability and access

- For people to participate, waste management has to be cost effective — increased costs do not help the general population.
- It is already too costly — high costs are the primary reason people dump illegally. Making disposal more expensive will drive more fly-tipping, not less.
- In jurisdictions where tipping fees and charges are high, illegal dumping generally increases — evidence from municipalities in England shows farmers and landowners bearing the cleanup burden.
- Everyone should be responsible for the cost of their own waste, but costs must remain accessible enough to avoid creating perverse incentives.
- Would like to see comparative data and stats for each cost recovery option before decisions are made.

Producer and corporate responsibility should carry more of the burden

- Manufacturers and producers are the ultimate consumers of waste — they should already pay dearly for any product with high disposal costs, built into the price by designers, manufacturers and marketers.
- Manufacturer and producer should chip in more — the burden should not fall predominantly on residents.
- All recyclables should carry a small recycling fee, similar to bottle deposits — a few cents on each purchase could go a long way.
- Things should be built to last and be fixable — product design and durability are as important as end-of-life disposal.
- Taxation of mega-wealthy corporations — the middle and lower classes currently pay more than their fair share of waste management costs.

Enforcement, penalties and participation incentives

- I definitely think that a pay as you go system is the only way for people to be somewhat responsible for the amount of waste they produce.
- Heavy fines including the removal/clean-up costs for illegal dumping.
- Increase the pick up of recyclables and it will not be diverted to landfill
- Charge and enforce illegal dumping laws — fine businesses and large corporations that ignore environmental rules.
- Additional penalties should be applied at facility gates or at the curb for those who do not participate in waste diversion programmes.

- Consider a requirement for clear bags for garbage, so contents can be seen before disposal or pickup — this would improve transparency and enforcement.

Alternative and complementary revenue streams

- No taxation…unless product specific taxed as renters do not pay city taxes
- Combination of recycle repurpose sold to public and private ventures with agreements or single uses in combination of taxes, discounts done for charity, or people who put effort into this, Epr programs, to mitigate the wastage fees for people who already pay a ton of taxes else where.There should be a healthy revenue stream from the production of black earth (compost) to help offset programme costs.
- For household waste and recycling, through taxation. For commercial (e.g., construction and industry) through pay-as-you-go.Revenue generating activities — waste management programmes should explore income-generating opportunities to reduce reliance on fees and taxation.
- Grants, Federal and Provincial programmes for communities — external funding sources should be pursued to offset local costs.
- Allow collection and reuse of items that would otherwise be shredded — with the right programme and pricing, this could generate revenue rather than cost.
- Reuse centres or free cycling — reducing waste through reuse can itself reduce the overall cost burden of the system.

Rethink the service delivery model

- Not taxation — users should pay for what they use.
- Remove governmental costs by stopping curbside pickup and replacing it with multiple accessible depots — a potentially lower-cost model.
- Less management positions within the RDKB — reduce administrative overhead.

Q30 and Q31. Further and Final Comments

Q30 asked: Do you have any further comments on ways to reduce waste, increase diversion of recycling or organic materials, ways to increase education or participation, improve access or services, or thoughts on priorities, programmes and policies?
Q31 asked: Are there any final comments you would like to share about the future of solid waste management in the Regional District of Kootenay Boundary?

Both questions invited open-ended reflection on the same broad themes and have been combined for analysis.

General satisfaction and appreciation for current services

- Between recycling and organic curbside pickup, multiple respondents have reduced landfill garbage to one small bag every two to three weeks — held up as an achievable goal for most households.
- The RDKB is doing an excellent job at waste reduction and diversion compared to other regions, and is far ahead of many US regions where recycling options are often absent.
- The compost bins are described as 'amazing' — weekly curbside pickup is widely appreciated.

- Collection workers are praised for taking extra care and maintaining consistency.
- The education team and managers are described as a wealth of knowledge with clear, well-thought-through marketing materials.
- One respondent notes the landfill itself is 'a beautiful spot' and appreciates the stewardship of the land — an indication that environmental pride runs deep among engaged residents.

Expand and simplify curbside collection

- Expand curbside collection to include more materials — soft plastics, glass, styrofoam and aerosol cans cited most frequently.
- Make collection more convenient — people are not likely to go out of their way if the service is not easy to access.
- Curbside pickup for all types of waste to remove the need for transfer station trips, particularly for older and less mobile residents.
- Allow alley pickups in neighbourhoods where truck access is feasible (e.g. East Trail).
- Reduce the requirement for home sorting — simpler rules and explanations would improve participation.
- Single-container recycling sorted at a centralised facility would reduce the burden on residents.
- More centralised drop-off locations — multiple sites taking different items leads to confusion and non-compliance.
- Bring back yard waste pickup in Rossland.
- Yard waste and food waste collection needed at Big White.

Cost, fees and the link to illegal dumping

- The more tipping fees are raised, the more people avoid paying and dump illegally — this link is made repeatedly across both questions.
- Waste disposal charges may impede participation.
- Garbage tags cost more than the garbage itseld.
- Tipping fees at the landfill for brick, concrete, wood, metal and organic waste are described as outrageous — waste management should not be run for profit.
- Recouping costs through general taxation rather than bag tags or tipping fees may increase participation and reduce illegal dumping.
- Fees should be lower or removal free to discourage dumping in the wilderness — many respondents note that cost is the primary driver of fly-tipping.
- It is unfair to tax everyone equally — those who generate the most waste should pay proportionally more.
- Seasonal workers and short-term visitors need adequate and affordable disposal access, otherwise waste ends up dumped.
- Paying to deliver metal for recycling and then receiving money back is seen as a contradictory and frustrating system.
- A tipping fee model for businesses to drop off recycling could help offset programme costs without requiring a dedicated facility.

Enforcement and illegal dumping

- Fines for improper recycling and disposal are seen as a necessary complement to education — a degree of enforcement does work.
- Enforceable bylaws to address abandoned and derelict vehicles leaching hazardous materials into soil and waterways.
- Landlords — especially absentee ones — should be held responsible for their tenants' compliance, with fines as a tool.
- Anti-littering campaigns in Trail — fast food packaging and cigarette butts specifically cited.
- Publish a call-in or email line for reporting illegal dumping.
- Roadside scrap metal collection on Highway 3 is an environmental issue and an eyesore for visitors.
- Illegal dumping is a constant problem in some communities (e.g. Casino) — future surveys should include specific questions on this.
- Tipping fee increases and landfill bans on materials with diversion programmes are seen as effective motivators, with the caveat that fees must not be so high they drive further fly-tipping.

Producer responsibility and packaging reduction

- Until manufacturers are forced to stop excessive packaging, garbage volumes will not meaningfully decrease.
- Policies to address unnecessary products — toys in fast food meals, planned obsolescence, and right to repair legislation — are called for as final comments by multiple respondents.
- The biggest sources of residential waste are short-lifespan appliances and excessive packaging — government regulation is needed, not just local programmes.
- Amazon and online retail packaging is largely non-recyclable — frustrating but may be beyond local scope.
- Multi-component packaging (paper, plastic, metal combined) is often not separated — both education and product redesign are needed.
- Businesses that use plastic packaging should face stronger policies.
- Producers should not be able to financially benefit from imposing recycling incentives while continuing to produce difficult-to-recycle products.
- More emphasis on companies, not residents, to reduce waste

Education, engagement and behaviour change

- Desire for more advertising
- Standard, consistent signage across the region — especially for apartments, stratas and public venues — would significantly reduce confusion.
- Communicating that extending landfill life through recycling reduces the tax burden could be a powerful motivator for participation.
- Dispelling the myth that recycling is simply dumped in landfill — transparency about what actually happens to materials is essential to maintaining public trust.
- Repair workshops, fix-it fairs and skill-sharing events — where people can learn to fix clothing, furniture, bikes and basic electronics.
- School-based education — teaching children to care for the earth and understand the full cycle of waste.

- Get the younger generation involved — concern expressed that older demographics are currently carrying the recycling effort.
- Apartment-targeted education, including door-to-door advice on proper sorting.
- Contests and incentives — free compost, prizes — to make participation engaging.
- Sending out a paper copy of the recycling schedule each January would help those not on the internet.
- Regular small, digestible 'Did you know?' messaging rather than infrequent large campaigns.
- Raise awareness of the circular economy alongside practical service improvements.

Transparency, reporting and communication

- This survey was the first time several respondents read about where their food waste goes — proactive communication about programme outcomes is badly needed.
- Residents want updates on how composting and recycling programmes are performing — positive, negative and foreseen issues.
- Advertise the survey and engagement processes more widely — many residents were unaware this survey existed.
- Publish data on waste recycled by landfill and depot, compared year-on-year and by population — make it a community challenge.
- McKelvey Creek Landfill hours changes were not communicated — residents are curious about the budget and service rationale.
- Returning finished compost soil to the community would demonstrate the value of the programme and drive more green bin participation.
- Clear, concise, accessible communication — make it easy for people and organisations to know what to do and where to go.

Innovation, long-term planning and system change

- Be willing to be innovative — just because something has always been done a certain way does not mean it always should be.
- Look to models from other communities — Wales, Squamish, Canmore, Strathcona County's Hodge Podge Lodge reuse centre cited as worth studying.
- The cost of waste needs to be internalised into product prices — currently it is too easy to treat waste as an externality.
- Focus on initiatives with the greatest cost-benefit impact on landfill diversion and greenhouse gas reduction.
- Consider fleet electrification or alternative fuels for collection vehicles as part of long-term planning.
- Wood waste incinerator or electrical generation from organic waste — an emerging opportunity worth exploring.
- Methane gas recovery from landfills — has this been considered?
- Make sure to consider the role the RDKB can play in compelling waste producers and manufacturers to reduce waste before it ever reaches residents.
- Waste management is an essential service and worth every tax dollar — continue working towards zero waste in all sectors.
- Waste to generate power

Reuse, repair and resource recovery

- Reuse areas at transfer stations where residents can put items for others to take — multiple respondents cite the loss of the 'free pile' at the landfill.
- Better reuse options, communal bins and better options for multi-unit buildings.
- Repair cafes and fix-it programmes to extend product life and reduce disposal.
- Reuse centres for building materials from renovations and demolition.
- More sharing opportunities rather than usable items being sent to the landfill.
- Community help programmes for repairs using reclaimed or salvaged construction materials.
- Trash to Treasure days increased in frequency, combined with a permanent reuse centre.

Service gaps, equity and accessibility

- Red Mountain Village has no recycling access — recyclables are going into the garbage as a result.
- Multi-unit buildings, condos and apartments remain underserved across the region.
- Rock Creek depot needs to be open more days.
- In some areas collection occurs on two separate days — this may create a barrier to participation.
- Not everyone has a vehicle or the physical ability to take large items to the landfill — accessible options are essential.
- If Castlegar is to become the primary regional waste facility, it should be marketed as a world-class operation, not simply a 'dump'.
- Green bin drivers should stop leaving bins on the road after collection — a safety issue for traffic.
- Collection costs more at the landfill than at curbside — this pricing structure is confusing and seen as counterproductive.

Infrastructure and system improvements

- Requests for more bear bins, smaller dumpsters, and clear garbage bags.
- Interest in small composting containers, residential compost green bins, and power generation from waste.
- Suggestions for metal dumps, better drop-off locations, and continued investment in waste facilities.