Regional District of
Kootenay Boundary

RDKB SWMP Update Survey 1 Summary Report

Table of Contents

Summary 2

Survey Response Details 4

- Overview of respondents 4
- Input into goals/principles 6
- Current system participation & satisfaction 9
  - Curbside and facility-specific ideas for improvement 14
  - Current system satisfaction - cross-question analysis 15
- Barriers to reducing waste and/or recycling 17
- Expanding RDKB waste management polices/programs 18
- Input on communications and awareness 20
- Extended Producer Responsibility (EPR) program feedback 23
- Importance of addressing illegal dumping 25
- Preferred methods for waste management cost recovery 25

Summary

This report summarises the findings of the first public survey conducted as part of the Regional District of Kootenay Boundary (RDKB) Solid Waste Management Plan (SWMP) update. The survey ran to gather perspectives on current waste management services, barriers to waste reduction and recycling, and priorities for the future direction of the regional system. A total of 382 responses were received from across the region, providing a strong evidence base to inform the next stage of plan development.

Who we heard from

The respondent base was overwhelmingly resident-driven (97%), strongly weighted toward single-detached households (80%) and long-term residents, with over 92% having lived in the region for more than four years. Participation was highest in Rossland, Trail and Grand Forks, which together accounted for approximately 58% of responses. The age profile skews older, with close to 72% of respondents aged 45 and above and one respondent under 25. As a result, the findings provide a robust reflection of long-term single-family residents' experience with the curbside system, while perspectives from businesses, multi-family housing, rural residents and younger residents are comparatively underrepresented and should be prioritized in subsequent engagement. As with all surveys, it should also be noted that results are inherently biased towards those who have the time and motivations to complete the survey and underrepresent the views of those who are not interested in the topic.

Satisfaction with current services

Overall satisfaction with existing services is reasonably strong for the core waste streams, but varies significantly by service type, community and property type:

- Garbage collection records the highest satisfaction (79% satisfied), though a large share of respondents (39%) report being only somewhat satisfied.
- Recycling services saw 80% satisfied, with 50% only somewhat satisfied, indicating broad use but consistent frustration with material coverage and convenience.
- Food waste (organics) collection shows the highest proportion of very satisfied respondents (44%, with 65% satisfied overall), suggesting the program is well received where it is available.
- Yard waste disposal services overall satisfaction was 46.7%.

Satisfaction is consistently higher in smaller communities such as Area C, Warfield and Montrose, and lower in larger centres including Trail, Rossland and Grand Forks. Property type is an even stronger predictor of satisfaction than geography: single-detached households report high satisfaction across all service areas, while multi-family and apartment residents report markedly lower satisfaction, particularly for recycling and organics, pointing to gaps in access, infrastructure and system design for multi-unit and rural contexts.

Key themes raised by respondents

In addition to providing feedback on current systems and services (i.e., what is working and could be improved), survey responses solicited ideas for future improvements. These ideas can be grouped into 10 key themes, which will be explored in detail as the SWMP update is developed. Response themes can be broken down as:

1. Expanded Recycling
    - Expanded Curbside Collection & Materials

- Greater Access & Participation
- Expanded EPR
- Greater Accountability and Education

2. Increased Organics Composting
    - Expanded Organics Collection
    - Increased knowledge
    - Access to Compost
3. Reduced Waste
    - Reduced landfill waste
    - Reduced litter and illegal dumping
4. More Reuse, Repair & Circular Economy
    - Opportunities such as repair cafes and Trash 2 Treasure events
5. Improved Wildlife-Safe Waste Systems
    - Improved Infrastructure & Attractant Management
    - Better Community Education
6. Improved System Access and Equity
    - Easier Access
    - Fair Costs
7. Improved Environmental Practices at Facilities
8. Better Education
9. Improved curbside collection
10. Improved Governance and Reporting

Support for expanded programs and policies

Residents expressed strong support for expanding programs and policies across all four areas tested: reducing waste generation (85.9%), recycling and reuse (86.9%), organic waste diversion (75%) and high-impact waste sources such as construction and demolition waste (76%). Opposition was below 5% in every case. The overwhelming majority of respondents want to do more — the central finding of the survey is that structural and logistical obstacles, not a lack of interest, are the binding constraint on further progress.

Implications for the SWMP update

The survey results provide a clear direction for the next phase of plan development. Priority areas identified by respondents include:

- expanding the range of materials accepted at curbside (particularly soft plastics, glass, styrofoam and yard waste);
- addressing service-equity gaps for multi-unit buildings and rural areas;
- developing wildlife-safe collection models in bear-active communities;
- improving the clarity and consistency of resident-facing communications;
- and advocating upstream for producer responsibility and packaging reduction.

The appendix to this report contains the full set of open-ended comments received, organised by question and theme, which should be read alongside this summary when developing specific program and policy options.

Survey Response Details

Overview of respondents

Respondent demographic

A total of 381 residents participated in the survey, with responses primarily representing households (97%). The respondent base is strongly weighted toward single-detached households (80%) and long-term residents, with over 92% having lived in the region for more than four years. Participation was highest from Rossland (24.4%), Trail (19.2%), and Grand Forks (14.2%), indicating stronger engagement from larger population centres. The age distribution skews older, with close to 72% of respondents aged 45 and above, and no respondents under 25.

Overall, the results provide a robust reflection of long-term residents' perspectives on waste management systems, but it should be noted that perspectives from businesses, multi-family housing, and younger residents are underrepresented.

Breakdown of respondents by community (Q1)

Top represented communities:

- Rossland: 24.4% (93)
- Trail: 19.2% (73)
- Grand Forks: 14.2% (54)

Mid-range representation:

- Electoral Area C (Christina Lake): 8.1% (31)
- Electoral Area E (West Boundary): 6.3% (24)

Lower representation (<5% each):

- Greenwood: 4.2%
- Midway, Fruitvale: 2.1%, 2.9%
- Warfield: 3.7%
- Montrose: 3.1%
- Other: 5%
- Electoral Areas A, B, D: ~2.1-2.6%

Key Takeaway(s):

- ~58% of responses come from Rossland, Trail, and Grand Forks
- Results are weighted toward larger population centres

Breakdown of respondents by type of participant (Q2)

NB: Totals exceed 100% for this question as respondents were able to multi-select.

- Household / Resident: 96.6% (368)
- Business / Organization: 4.2% (17)
- Non-profit / Government: 1.3% (5)
- Interested party (within RDKB): 2.6% (10)
- Outside RDKB: 0.8% (3)

Key Takeaway(s):

- Survey responses were overwhelmingly resident-driven. This means responses provide solid insights relating to household behaviours and practices; the limited direct input from the ICI sector should be kept in mind and ideally addressed in subsequent engagement.

Breakdown of respondents by property type (Q3)

- Single Detached House: 80.1% (305)
- Multi-family/Apartments (<5 storeys): 6.8% (26)
- Row/Townhouse: 3.7% (14)
- Commercial: 2.9% (11)
- Agricultural: 3.7% (14)
- Movable dwelling: 2.6% (10)
- Semi-detached: 1.0% (4)

Key Takeaway(s):

- Strong bias toward single-family homes; therefore, results strongly reflect on curbside systems and rural/suburban service realities but rural user feedback may be underrepresented.
- Responses underrepresent multi-family housing and commercial properties, which is important to keep in mind moving forward.
- Responses to Q3, when reviewed in the context of Q4 and Q5 responses, indicate potential underrepresentation of renters and/or transient/new residents.

Breakdown of respondents by length of time in the region (Q4)

- More than 10 years: 63.3% (241)
- 4–10 years: 28.9% (110)
- 1–3 years: 6.8% (26)
- Less than 1 year: 1.0% (4)

Key Takeaway(s):

- 93% of respondents have lived in the region 4+ years, indicating feedback likely reliably reflects long-term lived experience from respondents with high familiarity with current systems.

Breakdown of respondents by age bracket (Q5)

- 45–64 years: 43.3% (165)
- 65+ years: 28.6% (109)
- 25–44 years: 24.9% (95)
- Prefer not to say: 2.9% (11)
- 15–24 years: 0.3 (1)%

Key Takeaway(s):

- 72% of respondents are 45+, providing strong representation of established households and long-term residents, but youth (under 25) are not represented.

Input into goals/principles

What does success look like to respondents? (Q6)

Respondents were invited to consider what actions/programs/policies would indicate that the RDKB had been successful in improving waste management in the next 10 years. Respondents were invited to share up to 3 points, and responses are summarised below in themed groupings.

1. Expanded Recycling

Expanded Curbside Collection & Materials

- Curbside pickup for more materials: plastic film, soft plastics, Styrofoam, glass, textiles
- Flexible plastic pickup like the Lower Mainland
- All curbside programs using proper bins/cans — no loose bags
- Increased recycling frequency
- Curbside recycling and compost at Red Mountain

Greater Access & Participation

- More accessible recycling opportunities for rural communities
- Accessible drop-off locations (e.g., along Highway 3 for Midway–Greenwood)
- Better access to recycling for multi-family, ICI, and seasonal dwellings
- Equitable access to EPR programs (provincial lobbying)
- Businesses engaged in diversion
- Strategic dumpster locations to reduce truck use and improve wildlife safety
- Better organized, less confusing recycling depots

Expanded EPR

- Recycling of all packaging
- Packaging designed for reuse or longer life
- Textile recycling where markets exist
- Recycling that is actually recycled — not exported or landfilled

Greater Accountability and Education

- Clear, consistent sorting rules across BC
- Annual reporting on recycling volumes

2. Increased Organics Composting

Expanded Organics Collection

- Green bin expansion to all households and businesses
- Greater share of waste going to organics
- Green bin services during apple season
- More yard waste collection days
- Yard waste pickup aligned with climate conditions
- More diversity of what can go in the green bin (yard waste, branches, leaves)

Increased knowledge

- Home composting support (education, tools, workshops)

Access to Compost

- More compost returned to residents
- Compost used to demonstrate xeriscaping and drought-tolerant landscaping
- Xeriscaping and drought-tolerant landscaping using compost

3. Reduced Waste

Reduced landfill waste

- Maximized diversion from landfill across all sectors (residential, ICI, multi-family)
- Waste quantities to landfill decreasing year over year
- No new landfill needed if diversion improves
- Packaging reduction and reuse

Reduced Litter and Illegal Dumping

- Less garbage/littering/dumping in the woods
- Roadsides free of litter

4. More Reuse, Repair & Circular Economy

- More reuse and repair
- More re-use-it facilities and events
- Wood waste available for residents
- Reuse areas at landfills (Kimberley model)
- Circular economy revenue generation and opportunities
- Reuse centres and repair culture
- Jobs in repurposing and sorting materials

5. Improved Wildlife-Safe Waste Systems

Improved Infrastructure & Attractant Management

- Centralized bear-proof garbage and compost stations
- Bear-proof bins instead of curbside pickup in some areas
- Better management of attractants
- Better management of solid waste/wildlife interactions at facilities
- Green bin program reducing bear incidents
- No bear conflicts — reported or unreported

Better Community Education

- Education for newcomers on Bear Aware practices

6. Improved System Access and Equity

Easier Access

- Consideration for single seniors and people with disabilities; buddy system for seniors at dumpster locations
- No ableism in yard waste policies
- Proper number of bins for each household
- Better access to transfer stations (e.g., near ski hills)

- Expanded hours at Rock Creek and other facilities
- More accessible drop-off locations
- Accessible drop-off for large items
- Centralized drop-off options

Fair Costs

- Reduced overall cost to end users
- Removed waste collection privatization (some residents)
- Fair property assessment tied to services received

7. Improved Environmental Practices at Facilities

- Natural asset management integrated into facility planning
- PFAS testing and exceeding provincial standards
- Solar panels at facilities
- No contamination of waterways

8. Better Education

- Clear understanding of consequences if waste isn't reduced
- Education on home composting
- Education on recycling best practices
- Education for newcomers and tourists
- Highlighting natural asset management
- Better outreach on household waste impacts

9. Improved curbside collection

- All curbside programs using proper bins
- Cost savings: 1 free garbage bag per household; cheaper/no garbage tags
- More convenient curbside options for all waste types
- Consistent service; clear, consistent pickup dates
- Easier options, more accessibility
- Accessible curbside and drop-off options
- Fair and equitable service across the entire RDKB
- Dog waste disposal cans

10. Improved Governance and Reporting

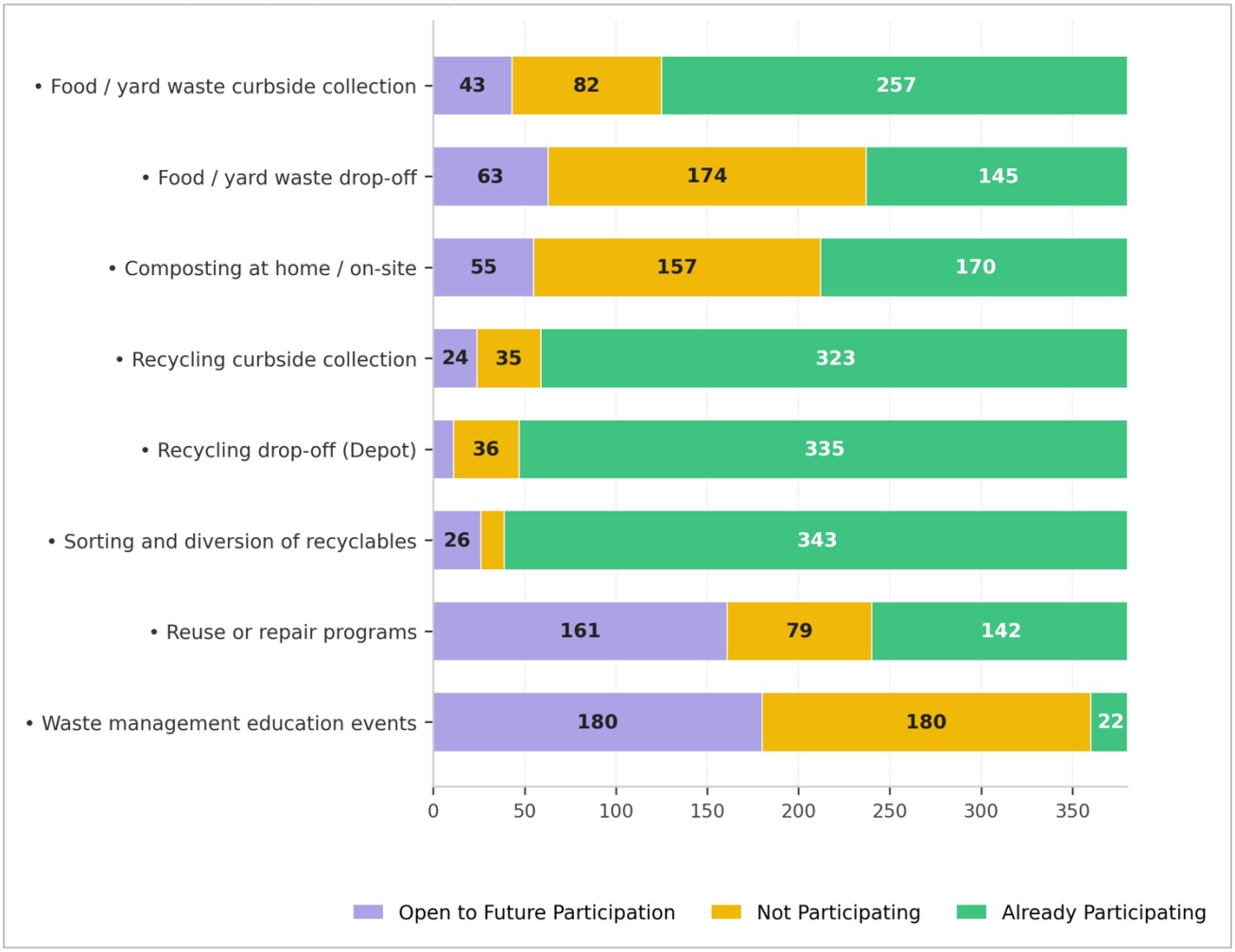
- RDKB leading by example (water, watershed, PFAS, natural assets)
- More government oversight of waste management
- Better alignment with provincial EPR programs
- Natural asset management
- Transparency about PFAS, water, and watershed protection
- Long-term planning for next generations
- Data-driven decision-making
- Annual reporting on diversion and waste quantities

Current system participation & satisfaction

Participation in current waste reduction and diversion activities (Q7)

To understand current participation in current collection and drop-off systems, as well as waste-related programs, survey respondents were invited to indicate the waste reduction and diversion activities in which they were already participating, not participating in, or open to future participation in. Responses are shown in Chart 1.

Chart 1: Overall system/program participation.



Overall, respondent participation in waste diversion activities is strong, particularly for recycling programs, with approximately 85% of respondents participating in curbside recycling and nearly 90% report active sorting and diversion of recyclables. Food and yard waste curbside collection also shows solid uptake at 67.3%, although this figure should be interpreted in the context that curbside organics service is not available in all areas. Participation in other organic waste diversion options is more mixed.

The data shows a respondent base that is highly engaged with established recycling, moderately engaged with organics diversion where available. Two activities stand out as having potential unmet demand. Reuse and repair programs show, and waste education events show high openness to future participation.

Satisfaction with current options for garbage disposal for landfill (Q8)

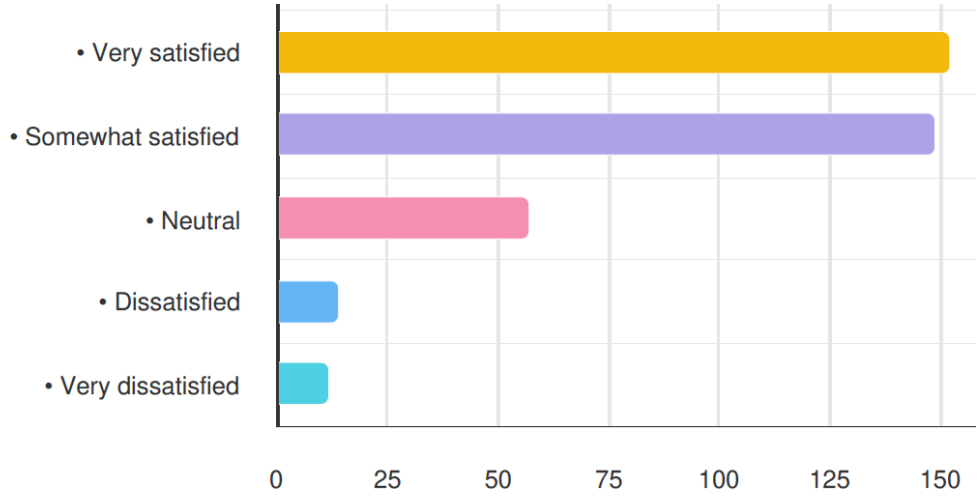
Survey respondents were invited to indicate their satisfaction with garbage disposal options available in their community. Chart 2 shows the overall satisfaction levels across respondents.

Overall, satisfaction with garbage disposal services is relatively high, with 80% of respondents reporting satisfaction, with approximately the same number of respondents reporting very satisfied and somewhat satisfied. Outright dissatisfaction is low, at 6.8% combined (dissatisfied and very dissatisfied), with a further 15% responding neutrally.

Cross-referencing across questions shows that satisfaction varies notably by community. Smaller and rural communities, such as Christina Lake and Midway, report higher satisfaction levels, while larger population centres, including Rossland and Trail, show comparatively lower satisfaction. These differences likely reflect variations in service availability, convenience, and community system context.

Table 1 on page 15 provides a side-by-side breakdown of satisfaction rates relating to garbage, recycling, food and yard waste disposal by community.

Chart 2: Garbage (landfill) disposal satisfaction rates



	responses	%
• Very satisfied	153	40.1
• Somewhat satisfied	149	39.0
• Neutral	57	14.9
• Dissatisfied	14	3.7
• Very dissatisfied	12	3.1

Summary of open comments/ideas for improvement relating to garbage disposal for landfill:

Reflections on the Current System:

- Disappointed about no countertop composter pilot
- Curbside rules don't allow for sufficient amounts
- Positive feedback (curbside working well, bag tag concept appreciated)
- Inequity in access (multi-unit buildings, rural/remote residents, mobility barriers)
- Cost and bag tag concerns (affordability, illegal dumping risk)
- Operational frustrations (limited hours, landfill lineups, billing inflexibility)
- Gaps in accepted materials (glass, soft plastics)

Ideas for Improvement:

- Reduce pickup to every 2 weeks
- Bear proof bins

- A curbside program would be great.
- Behaviour change incentives
- Reuse and resource recovery (reviving the free pile / Trash 2 Treasure)
- Hazardous waste disposal options

See Appendix 1 for all full comments.

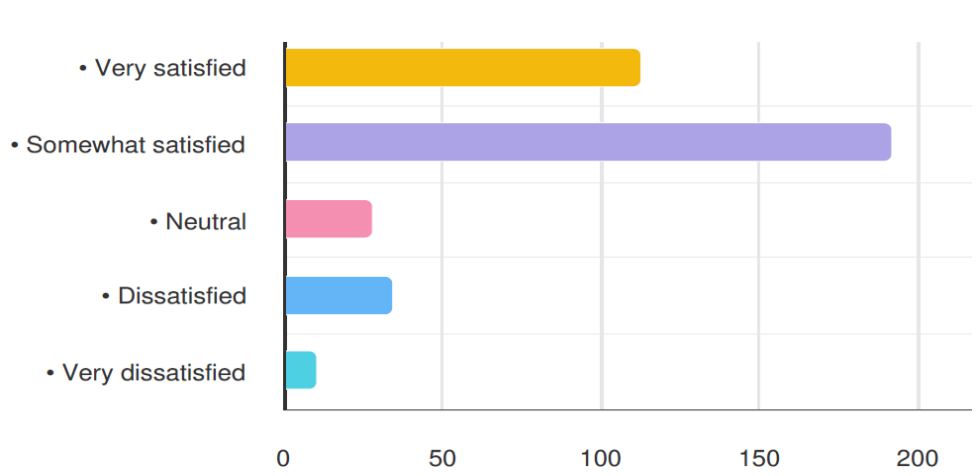
Satisfaction with current recycling options (Q9)

Survey respondents were invited to indicate their satisfaction with the current recycling options they use. Chart 3 shows the overall satisfaction levels across respondents.

Satisfaction with recycling services is relatively high, with ~80% of respondents reporting satisfaction. However, half report being only somewhat satisfied rather than very satisfied (29.7%), and combined dissatisfaction (11.5%) is higher than for garbage services. A further 7.3% responded neutrally. Survey responses suggest that while recycling systems are widely used, there are ongoing challenges related to system clarity, material acceptance, and convenience.

Satisfaction again varies across communities, and Table 1 on page 15 provides a side-by-side breakdown of satisfaction rates relating to garbage, recycling, food and yard waste disposal by community.

Chart 3: Recycling options satisfaction rates



	responses	%
• Very satisfied	114	29.8
• Somewhat satisfied	192	50.3
• Neutral	28	7.3
• Dissatisfied	34	8.9
• Very dissatisfied	10	2.6

Summary of open comments/ideas for improvement relating to recycling:

Reflections on the Current System:

- Positive feedback (drop-off centres valued, curbside works for standard items)
- Confusion about what can be recycled and where (multiple destinations, unclear rules, inconsistent signage)
- Inequity in access (apartment and condo residents excluded from curbside; rural residents must drive to Trail; service quality varies sharply between Warfield and Christina Lake)
- Contamination and bin misuse (bins used for garbage by visitors; overflowing depots; improper commercial sorting)
- Gaps in accepted materials (soft plastics are main concern — cited as up to 95% of one respondent's trash; also glass, electronics, metals, and oversized plastics)

Ideas for Improvement (21 comments):

- Expand curbside accepted materials - soft plastics, glass and styrofoam are the predominant ask, with several respondents specifically calling for "pink bins"
- Improve frequency and convenience (weekly recycling, reduce need for extra trips to Trail)
- Improve access for multi-unit and rural residents (labelled communal containers for apartments; local depot options)
- Provide education and communication (consequences of contamination; clearer guidance on what goes where and at which facility)
- Hold producers accountable for excessive packaging
- Would like facilities for disposing yard waste

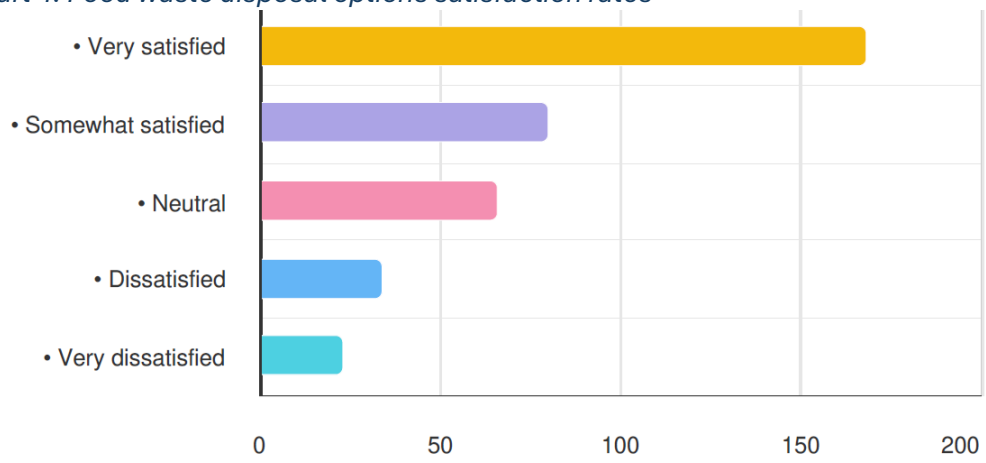
See Appendix 1 for all full comments.

Satisfaction with current food waste disposal options (Q10)

Satisfaction with food waste disposal services is relatively high, with 65.1% of respondents reporting satisfaction. Notably, this system has the highest proportion of respondents reporting being very satisfied (44.1%), more than any other waste stream, suggesting that where services are available, they are well received. At the same time, 14.9% of respondents report dissatisfaction and 17.3% responded neutrally, indicating that gaps in access or service consistency remain significant for a meaningful share of residents. Chart 4 below shows the overall satisfaction levels across respondents.

Satisfaction varies across communities, with lower scores observed in several rural and less serviced areas. Table 1 on page 15 provides a side-by-side breakdown of satisfaction rates by community.

Chart 4: Food waste disposal options satisfaction rates



	responses	%
• Very satisfied	169	44.2
• Somewhat satisfied	80	20.9
• Neutral	66	17.3
• Dissatisfied	34	8.9
• Very dissatisfied	23	6.0

Summary of open comments/ideas for improvement relating to food waste disposal:

Reflections on the Current System:

- Positive feedback (curbside pickup valued by those who have access to it)
- Bear safety concerns with current bins (standard green bins not bear-proof; many residents store compost in freezers as a workaround; a recurring frustration across multiple respondents)
- Inequity in access - multi-unit buildings not served (condo and apartment residents explicitly excluded from green bin service; several note they pay the same taxes but receive no equivalent service)

- Bin size and usability issues (large wheeled bins impractical for single-person households or those with limited storage; too large to fill within the two-week collection window)
- No service available in some areas (Idabel Lake and similar rural areas have no food waste pick up options)
- Other observations (low participation noted among nearby multi-unit buildings; compostable plastic bags not currently accepted; inequity between Warfield and Christina Lake service levels; bins are not cleaned regularly)

Ideas for Improvement:

- Provide bear-safe communal drop-off solutions (central bear-proof depot cited as a better model for bear country than individual curbside bins; Whistler's central drop-off station mentioned as a positive example)
- Expand access to multi-unit and rural residents (green bin service for condos and apartments on equal footing with single-family homes)
- Allow more materials in the green bin (yard waste, leaves, and compostable plastic bags)
- Right-size bin options for smaller households (kitchen-sized container for curbside instead of the large wheeled bin)
- Increase awareness and participation (low uptake among multi-unit residents suggests outreach and easier access are needed)

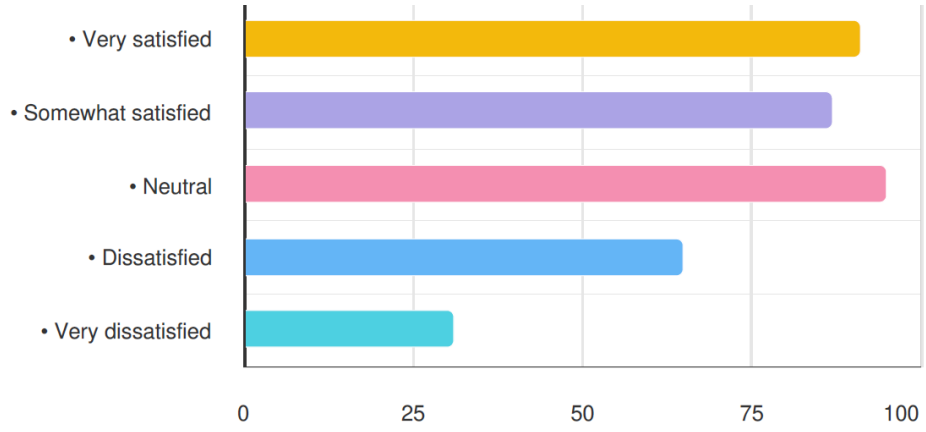
See Appendix 1 for all full comments.

Satisfaction with current yard waste disposal options (Q11)

Satisfaction with yard waste disposal services is significantly lower than for other waste streams, with only 46.7% of respondents indicating satisfaction and 23.9% reporting being very satisfied, the lowest very-satisfied rate of any waste stream. A high proportion of respondents report neutral (24.9%) or dissatisfied (25.2%) responses, suggesting that services are either unavailable, inconsistent, or do not meet user needs. Chart 5 shows the overall satisfaction levels across respondents.

Satisfaction varies across communities, with the lower scores observed in rural areas, which is predictably in line with service levels and need, as rural properties likely have on-site opportunities for yard waste management. Table 1 on page 15 provides a side-by-side breakdown of satisfaction rates by community.

Chart 5: Yard waste disposal options satisfaction rates



	responses	%
• Very satisfied	92	24.1
• Somewhat satisfied	91	23.8
• Neutral	87	22.8
• Dissatisfied	95	24.9
• Very dissatisfied	66	17.3
	31	8.1

Summary of open comments/ideas for improvement relating to yard waste disposal:

Reflections on the Current System:

- Positive feedback (twice-yearly pickup and landfill fees considered reasonable by some; spring curbside pickup appreciated)
- Dissatisfaction with service reductions (several respondents, particularly in Rossland, note that curbside pickup has been discontinued or significantly cut back; Christina Lake service described as poor)
- No service available in some areas (Grand Forks North Fork, Idabel Lake, and other rural areas have no yard waste options at all)
- Problems with paper bag requirements (bags fail when wet; Kraft bags considered expensive and inaccessible for low-income residents)
- Equity and access barriers (residents without vehicles or trucks, seniors, and people with mobility limitations are disproportionately affected by service reductions)
- Wildlife and fire safety concerns (reduced pickup frequency linked to illegal dumping over hillsides, creating fire hazard; undermines FireSmart program)

Ideas for Improvement:

- Restore or expand curbside pickup (multiple respondents call for a return to regular curbside service in Rossland; biweekly bundled stick pickup cited as a low-cost model)
- Allow yard waste in the green bin
- Provide a dedicated yard waste drop-off site (free or low-cost site with regular cleanup; alternative to paying full landfill fees)
- Improve road access to McKelvey Creek Landfill
- Charge consistent and reasonable dump fees
- Improve communication and seasonal scheduling (clearer communication about pickup dates; support for an additional fall pickup)

See Appendix 1 for all full comments.

Curbside and facility-specific ideas for improvement

Respondents were invited to share ideas for improvements to curbside collection programs, drop-off and waste sorting facilities. Appendix 1 provides a full listing of comments, with responses falling into a number of related themes.

Suggestions for improvements to curbside collection (Q12)

The main themes for improvements to curbside collection are captured:

- Expand accepted materials - soft plastics, glass and styrofoam are the dominant ask
- Expand yard waste collection at curbside
- Increase frequency of recycling collection
- Extend service to multi-unit buildings and underserved areas
- Improve bear safety and wildlife management
- Update cost and bag tag system
- Improve operations - reliability, scheduling, and bin design
- Simplify the recycling system

Suggestions for improvements to waste sorting and recycling options (Q13)

The main themes for improvements to waste sorting and recycling facilities were:

- Extend hours of operation and make more consistent
- Expand materials accepted at drop-off facilities
- Consolidate drop-off locations – one stop for everything
- Improve physical facility layout, signage and accessibility
- Provide reuse centres and salvage
- Improve staffing and operations
- Improve compost access and organic drop-off
- Accommodate hazardous waste and special materials

Current system satisfaction - cross-question analysis

Average satisfaction scores for each waste management system were calculated on a five-point scale, where responses ranged from "Very dissatisfied" (1) to "Very satisfied" (5). Scores were aggregated at the community level to enable comparison across service areas, including garbage, recycling, organics, and yard waste. Table 1 shows how system satisfaction varies both by service type and by geography.

Table 1: System satisfaction by community

Community	Garbage (Q8)	Recycling (Q9)	Organics (Q11)	Yard Waste (Q10)	N	Average
Warfield	4.29	4.29	4.64	4.21	14	**4.36**
Area C	4.80	4.19	4.58	3.39	31	**4.24**
Montrose	4.33	4.08	4.42	3.92	12	**4.19**
Midway	4.50	3.71	4.00	3.88	8	**4.02**
Grand Forks	4.30	3.83	4.18	3.75	54	**4.02**
Area A	4.00	4.00	4.38	3.29	8	**3.92**
Area D	4.38	3.75	4.25	3.29	8	**3.92**
Area B	4.10	4.70	3.56	3.22	10	**3.90**
Trail	4.00	3.94	3.95	3.25	74	**3.79**
Rossland	4.02	3.86	3.57	3.40	93	**3.71**
Greenwood	3.75	3.69	4.20	3.13	16	**3.69**
Other	3.72	4.26	3.38	3.33	19	**3.67**
Fruitvale	3.64	4.36	3.80	2.82	11	**3.66**
Area E	4.29	3.83	3.29	2.95	24	**3.59**

Notes:

Scoring scale: Very satisfied = 5, Somewhat satisfied = 4, Neutral = 3, Dissatisfied = 2, Very dissatisfied = 1.

Cell values are mean satisfaction scores per community per service.

N = number of survey respondents who selected the community in Q1.

Average' column = mean of the four service scores.

Communities are sorted from highest to lowest overall average satisfaction.

Single-detached households report consistently moderate-to-high satisfaction across all service areas with particularly strong scores for garbage and organics collection. In contrast, residents in multi-unit and attached housing report notably lower satisfaction, particularly for organics services.

As previously recognized, survey responses were predominantly from single-family detached properties, so the use of aggregated scoring as shown in Table 2 utilizes the same 5-point scale approach as Table 1 to support side-by-side comparison.

Table 2: System satisfaction by property type

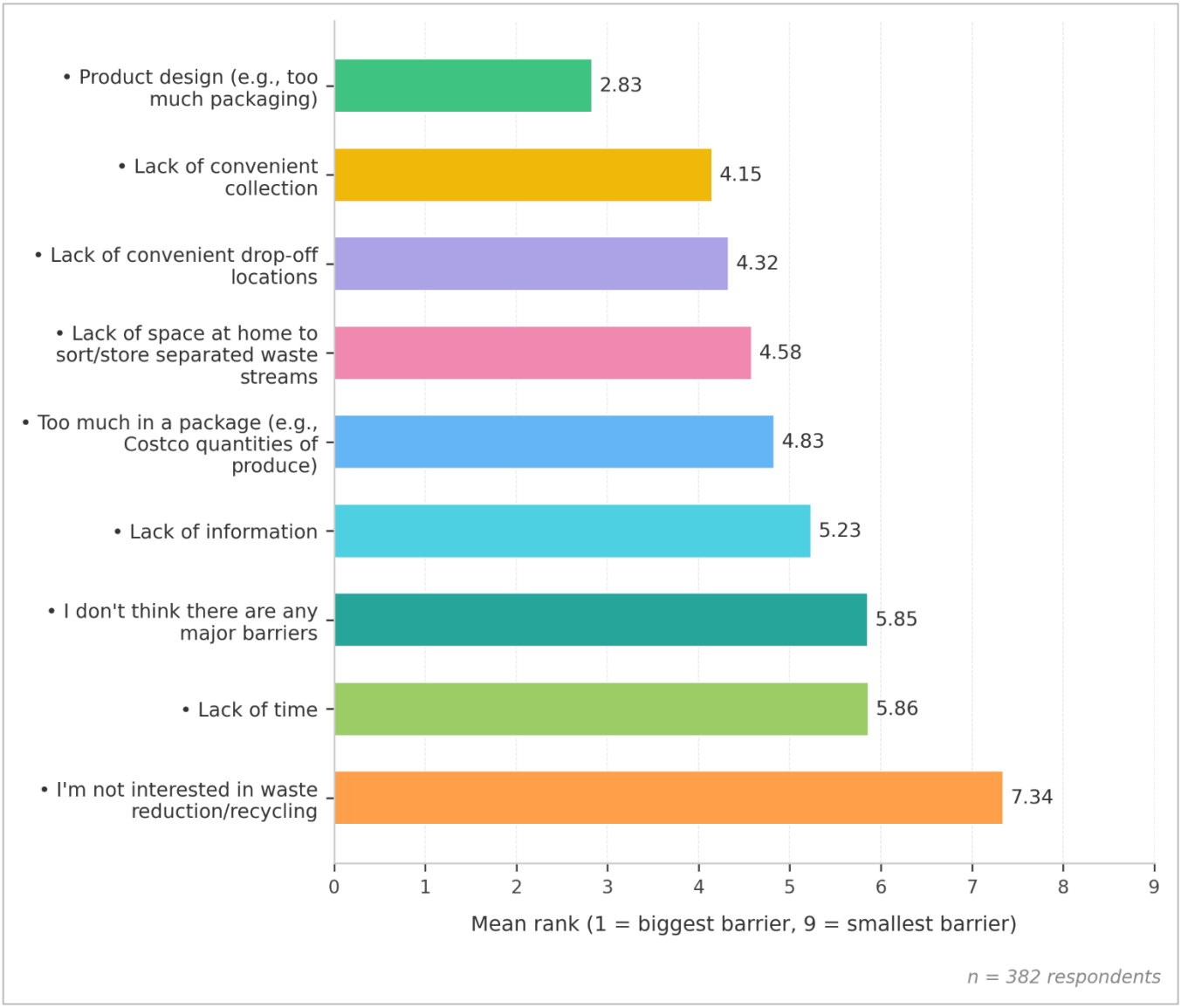
Property Type	Garbage (Q8)	Recycling (Q9)	Organics (Q11)	Yard Waste (Q10)	N	Average
Agricultural Property	4.57	3.71	4.75	4.17	14	**4.30**
Movable Dwelling	4.30	4.40	3.90	3.62	10	**4.06**
Single Detached House	4.23	4.04	4.15	3.46	306	**3.97**
Commercial Property	3.55	4.00	4.10	3.36	11	**3.75**
Semi Detached House	3.75	3.75	4.00	3.33	4	**3.71**
Row/Townhouse	4.00	4.29	2.71	2.93	14	**3.48**
Other Single-Attached	3.60	3.80	2.50	3.40	5	**3.33**
Apartment Building (<5 storeys)	3.65	3.32	2.25	3.08	26	**3.08**
Apartment Building (5+ storeys)	2.00	1.00	3.00	3.00	1	**2.25**

Barriers to reducing waste and/or recycling

Question 19 invited survey respondents to rank potential barriers that make it difficult for them to reduce the amount of waste they generate or recycle more.

Respondents identified product design, particularly excessive packaging, as the single biggest barrier to waste reduction, with an average rank of 2.83 out of 9. This reflects a widely held view that waste reduction is constrained upstream by manufacturers and retailers rather than by individual behaviour. The next two barriers, lack of convenient collection (4.15) and lack of convenient drop-off locations (4.32), echoing themes raised across Q12, Q13 and Q14.

Chart 6: Average rank scores relating to barriers to waste reduction and recycling



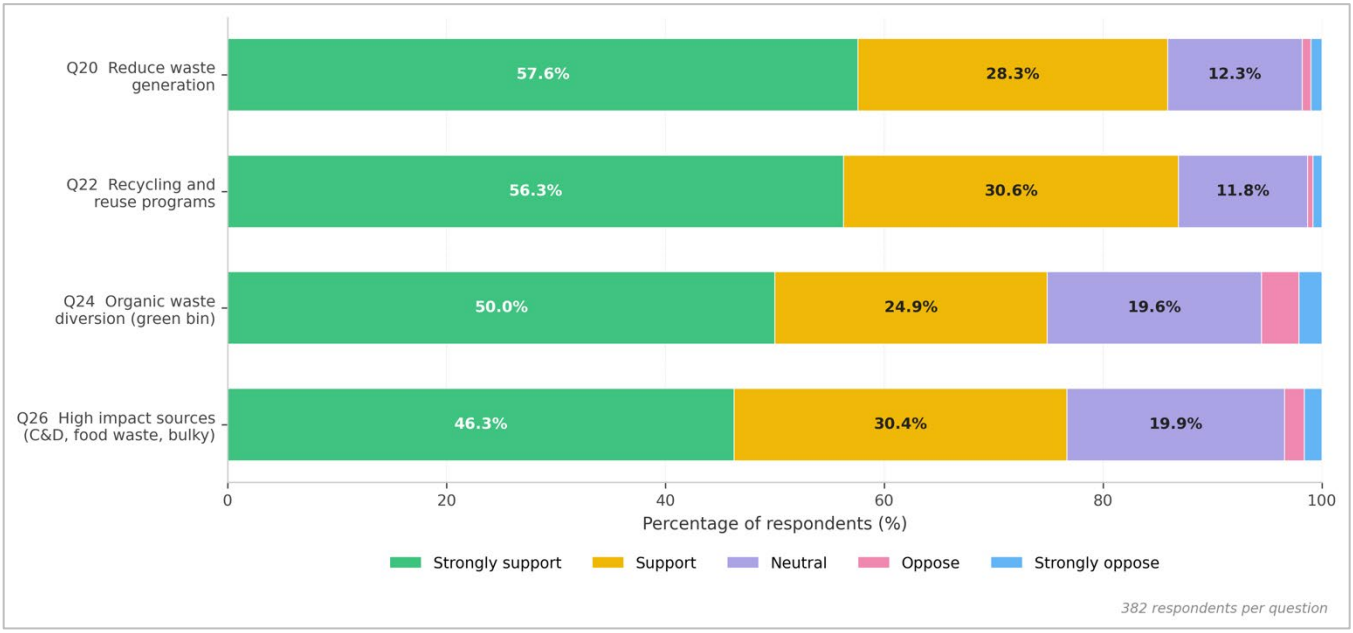
Expanding RDKB waste management polices/programs

General support for expanding programs/policies (Q20, 22, 24, 26)

Respondents were asked whether they support expanding programs and policies across four areas of waste management: reducing waste generation (Q20), recycling (Q22), organic waste diversion including green bin collection (Q24), and programs targeting high-impact waste sources such as construction and demolition waste, food waste and bulky items (Q26).

As shown in Chart 7 below, support is strong across all four areas, with at least 74% of respondents indicating they either support or strongly support expansion in each case. Recycling and reuse policies/programs (Q22) and waste generation reduction (Q20) attracted the highest levels of combined support and also the highest proportion of "strongly support" responses. Organic waste diversion (Q24) and high-impact waste sources (Q26) show slightly more neutral responses, but opposition remains negligible across all four areas.

Chart 7: Respondent support for expanded policies/programs



Programs/policies people would like to see expanded or created (Q21,23,25,27)

Survey respondents were invited to specify the types of programs or policies they would like to see expanded or created for a number of key waste types. Full comments can be found in Appendix 1, with responses grouped into themes, which are listed below.

Reduce waste generation (Q21)

- Reduced packaging / producer responsibility
- Expanded curbside recycling
- Reuse repair and resource recovery
- Composting and organic waste
- Equity access and affordability
- Education and communication

Recycling and reuse (Q23)

- Expanded curbside collection materials and frequency
- Reuse and repair infrastructure
- Drop-off facilities access hours and locations
- Producer and business accountability
- Textile and clothing recycling
- Cost and funding concerns
- Education and awareness

Organic waste diversion (Q25)

- Yard waste curbside pickup (dominant request)
- Expanded access to multi-unit commercial and rural areas
- Bear and wildlife safety
- Bin sizing and usability
- Close the composting loop — compost access and food recovery
- Neighbourhood and community composting
- Cost and ICI sector

High-impact waste sources (Q27)

- Construction and demolition waste handling and diversion
- Reuse centres and salvage for building materials
- Bulky waste pickup and drop-off
- Food waste and commercial sector
- Greenhouse gas and landfill gas recovery

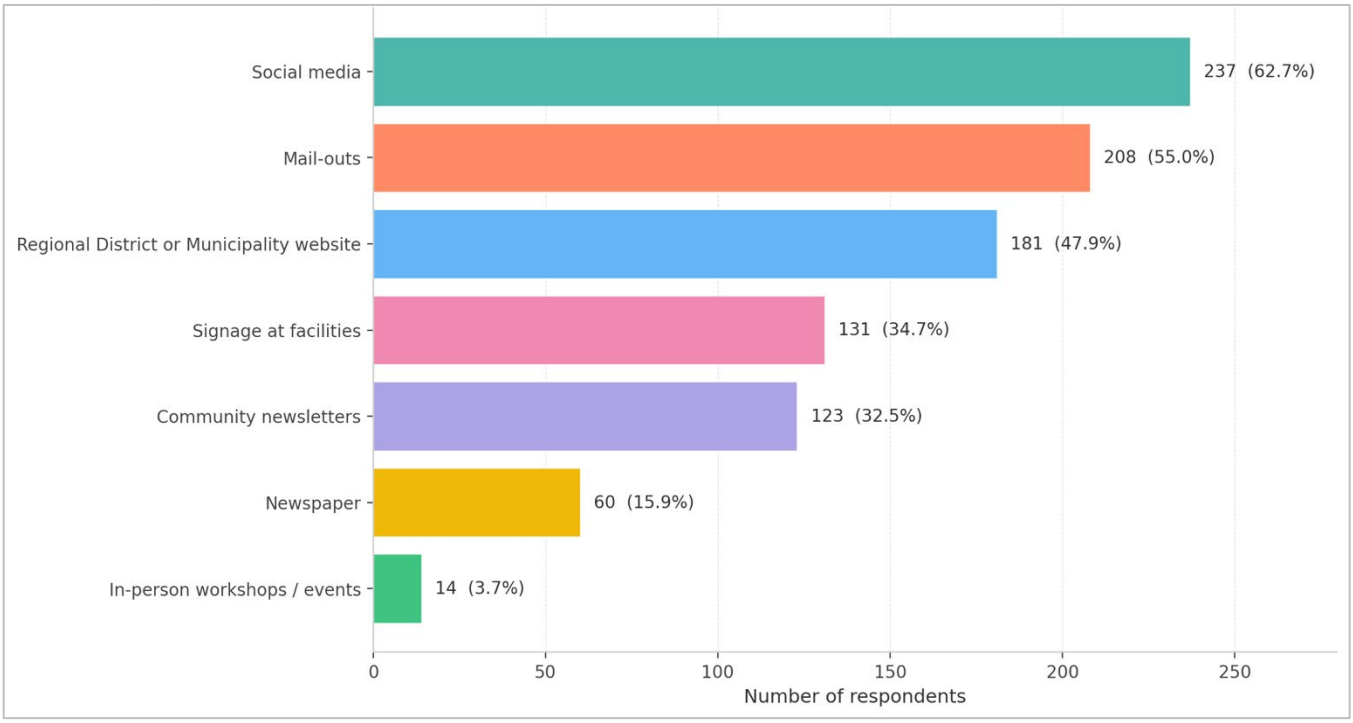
Input on communications and awareness

Top three communications channels currently used to receive waste management information (Q15)

Respondents identified a range of communication channels used to access information about waste management services, with social media, mail-outs, and municipal or regional websites being the most commonly used.

The results indicate that residents rely on a mix of digital and traditional communication methods, highlighting the importance of a multi-channel approach. However, when considered alongside responses to Q16, which indicate that many residents do not feel sufficiently informed, the findings suggest that improving the clarity, consistency, and effectiveness of messaging across these channels may be more important than expanding the number of communication channels used.

Chart 8: Respondents' current communications channels



Other channels respondents indicated they use were:

- Email
- RecycleBC App
- Radio

Key Takeaway(s):

- Responses suggest future focus should be on improving the effectiveness of existing communication channels rather than adding new ones.
- Communications through In-person workshops/events is currently low but linking Q15 responses back to Q7 indicates interest in future participation in education and events.

Sufficiency of information on recycling, composting and waste disposal (Q16)

A slight majority of respondents (57%) indicated that they feel they receive sufficient information about recycling, composting, and waste disposal, while a statistically significant proportion (43%) reported that they either do not receive sufficient information or are unsure. The sufficiency of information varied significantly by community, as shown in Table 3.

When considered alongside responses related to communication channels and system satisfaction, survey findings indicate that the primary challenge may not be lack of communication channels, but rather effectiveness of reach and messaging

Chart 9: Sufficiency of information on waste disposal in respondents' area

Question options	responses	%
• Yes	218	57.1
• No	75	19.6
• Undecided / No opinion	76	19.9
• I don't access/receive any information	13	3.4

382 responses · 0 skipped

Key Takeaway(s):

- Responses suggest future focus should be on improving the effectiveness of existing communication channels rather than adding new ones.
- Communications through In-person workshops / events is currently low but linking responses back to Q7 indicates there is high interest in future participation in education and events.

Information sufficiency reported by community

Table 3 shows how reported availability of sufficient information varies by community. While some communities, such as Warfield, Area A, Montrose, Area C, and Grand Forks, report high levels of confidence in the information available to them (over 70%), others, including Other, Midway, Area B, Area D, and Greenwood, report significantly lower levels of confidence (50% or below answering "Yes").

Higher proportions of "unsure" responses in several communities suggest that while information may be available, it is not easy to understand or reaching residents. These findings highlight the importance of tailoring communication approaches to specific communities, particularly where service models may differ or where residents report lower levels of awareness.

Table 3: Reported information sufficiency by community

Community	Yes (%)	Unsure (%)	No (%)	N
Warfield	78.6%	14.3%	7.1%	14
Area A	75.0%	12.5%	12.5%	8
Montrose	75.0%	25.0%	0.0%	12
Area C	71.0%	12.9%	16.1%	31
Grand Forks	70.4%	14.8%	14.8%	54
Fruitvale	63.6%	18.2%	18.2%	11
Area E	54.2%	8.3%	37.5%	24
Rossland	51.6%	23.7%	24.7%	93
Trail	51.4%	32.4%	16.2%	74
Area B	50.0%	40.0%	10.0%	10
Area D	50.0%	37.5%	12.5%	8
Greenwood	50.0%	18.8%	31.2%	16
Midway	37.5%	25.0%	37.5%	8
Other	31.6%	47.4%	21.1%	19

Key Takeaway(s):

- Reported communication effectiveness is not uniform across the region.
- Survey responses show clear geographic differences in how informed respondents feel. Over 70% of Area C, Warfield and Montrose respondents felt they received sufficient information on recycling and composting and waste disposal options.

Extended Producer Responsibility (EPR) program feedback

Respondents were asked to indicate which Extended Producer Responsibility (EPR) programs they already use, do not use, would be open to using in the future, or were not aware of. Chart 10 overleaf shows responses relating to products covered through EPR.

Survey responses indicate that residents are actively using a wide range of Extended Producer Responsibility (EPR) programs, particularly for well-established material streams such as beverage containers, batteries, paint, tires, and household hazardous waste. Participation in these programs is mostly high, suggesting strong awareness and accessibility.

Lower participation is observed for packaging-related materials such as flexible plastics and foam packaging, and less common items such as medications and themostats, which aligns with open comment feedback indicating challenges with recycling access and convenience.

Overall, survey responses indicate that while EPR programs are generally well-utilized, there are opportunities to improve awareness, accessibility, and convenience of EPR collection.

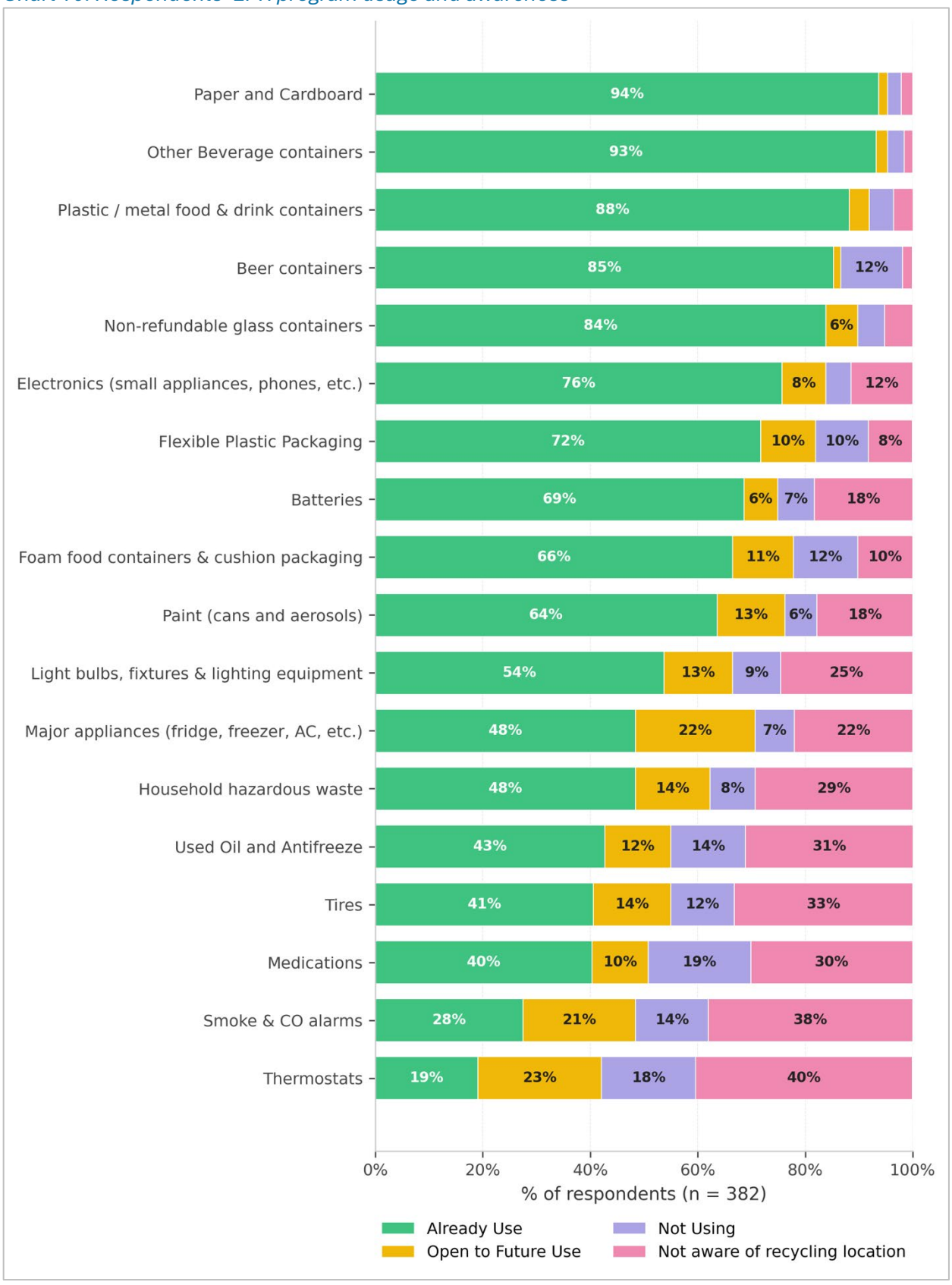
Desired EPR additions and general EPR program comments (Q18)

Respondents were invited to give general comments on the EPR program and highlight products they felt should be included in the program. Written responses can be grouped as:

- **Products to add to EPR programs** - soft plastics and film (dominant response); textiles, mattresses, styrofoam, hard plastics, toys, batteries, electronics, sports equipment, bear spray, construction materials, composite packaging, books, and EV batteries all mentioned
- **Awareness and information gaps** - a significant theme; many respondents didn't know EPR programs existed at all, and even those who did struggled to find out what's accepted and where
- **Access and convenience barriers** - distance, lack of vehicles, mobility limitations, and the need to visit multiple sites, all cited; curbside options and community collection events suggested
- **Program integrity and producer accountability** - concerns about overseas dumping, calls for standardized packaging, right-to-repair legislation, and EPR addressing design, not just end-of-life
- **General support** - positive sentiment toward BC's EPR model, though often paired with suggestions for expansion
- **Battery drop-off concerns** - the Trail facility singled out as disorganized; gaps in availability following changes at Osoyoos Return-It

See Appendix 1 for full comments.

Chart 10: Respondents' EPR program usage and awareness



Importance of addressing illegal dumping

Respondents were asked how important they felt it was to increase actions to address illegal dumping in the region. Support for this was strong, with 89.7% of survey respondents indicating they felt this was important/very important.

Table 4: Support for addressing illegal dumping

Question options	responses	%
• Very important	224	58.6
• Important	114	29.8
• Neutral	32	8.4
• Not important	7	1.8
• Not at all important	5	1.3

382 responses · 0 skipped

Preferred methods for waste management cost recovery

As the costs of waste management continue to increase, and with a desire to pursue efficient and fair cost recovery methods, survey respondents were asked to indicate their preferences for how waste system costs are recovered. Waste disposal charges and EPR programs were supported more strongly than use of taxation. Table 5 illustrates responses and is followed by a summary of open comments.

Table 5: Preferred system cost recovery methods

Question options	responses	%
Other (please specify)	49	12.8
• Through waste disposal charges (i.e., pay–as-you-throw / producer pays, e.g. garbage tags and tipping fees)	188	49.2
• Through taxation (i.e., everyone pays)	108	28.3
• Through increasing Extended Producer Responsibility (EPR) programs (i.e., manufacturer/producer responsibility for end use of products)	233	61.0

382 responses · 0 skipped

Open comments related to cost recovery (Q29)

- **Cost should not be a barrier** - affordability and access concerns; costs should consider potential illegal dumping consequences

- **Producer and corporate responsibility should carry more of the burden** - strong sentiment that manufacturers, not residents, should pay; product durability and right to repair linked in
- **Enforcement, penalties and participation incentives** - fines for illegal dumping, penalties for non-participation, clear bag requirement
- **Alternative and complementary revenue streams** - compost/black earth sales, grants, Federal and Provincial programmes, reuse revenue potential
- **Rethink the service delivery model** - user-pays principle, depot-based alternatives to curbside, reduce administrative overhead

See Appendix 1 for full comments.
