Opening Hours: Provide your feedback

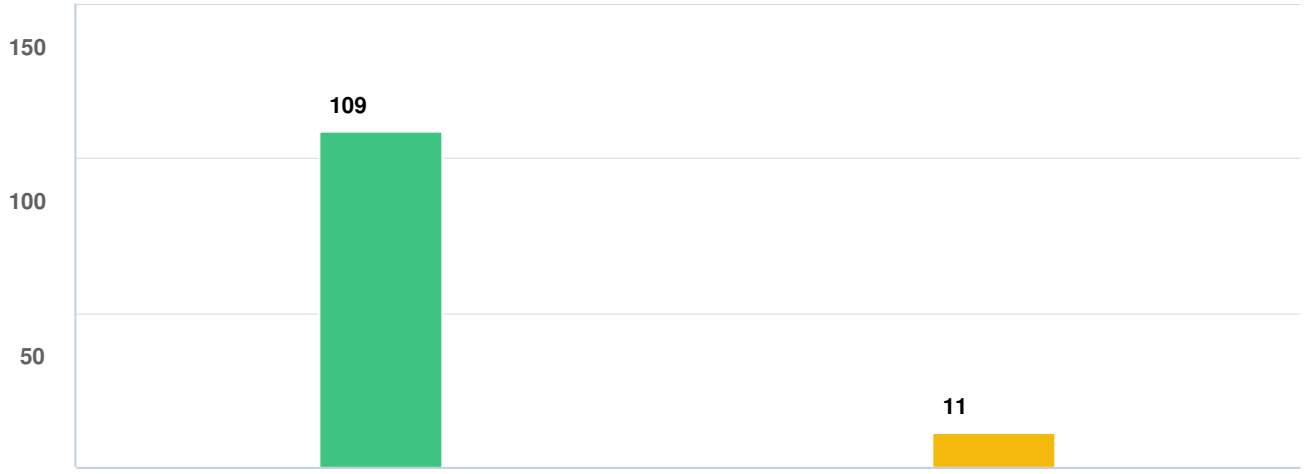
SURVEY RESPONSE REPORT
01 January 2024 - 30 January 2024

PROJECT NAME:
Big White Transfer Station

BANG THE TABLE engagementHQ

SURVEY QUESTIONS

Q1 Are you filling in this survey

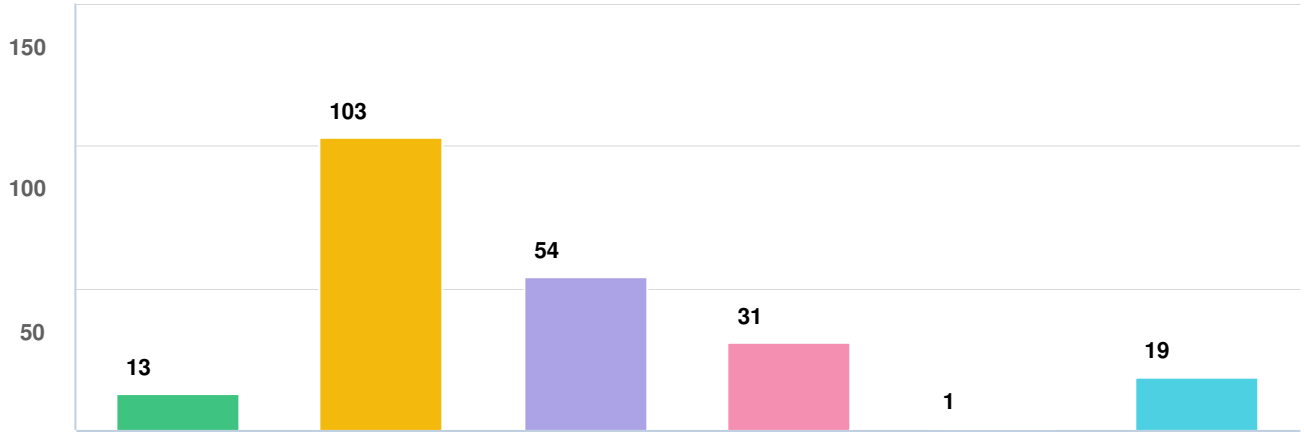


Question options

As an individual
As a commercial business

Optional question (114 response(s), 2 skipped)
Question type: Checkbox Question

Q2 Tick ALL that apply



Question options

I rent the above property
I own the above property
I live in Big White ALL YEAR ROUND
I live in Big White, Winters Only
I live in Big White, Summers Only
I run a commercial business in Big White

Optional question (114 response(s), 2 skipped)
Question type: Checkbox Question

Q3 In WINTER, what THREE days are CRITICAL for the Transfer station to be open? Choose THREE ONLY, rank them in order, with 1...

OPTIONS	AVG. RANK
Sunday	1.60
Monday	1.88
Saturday	2.23
Friday	2.80
Wednesday	3.52
Thursday	3.83
Tuesday	3.83

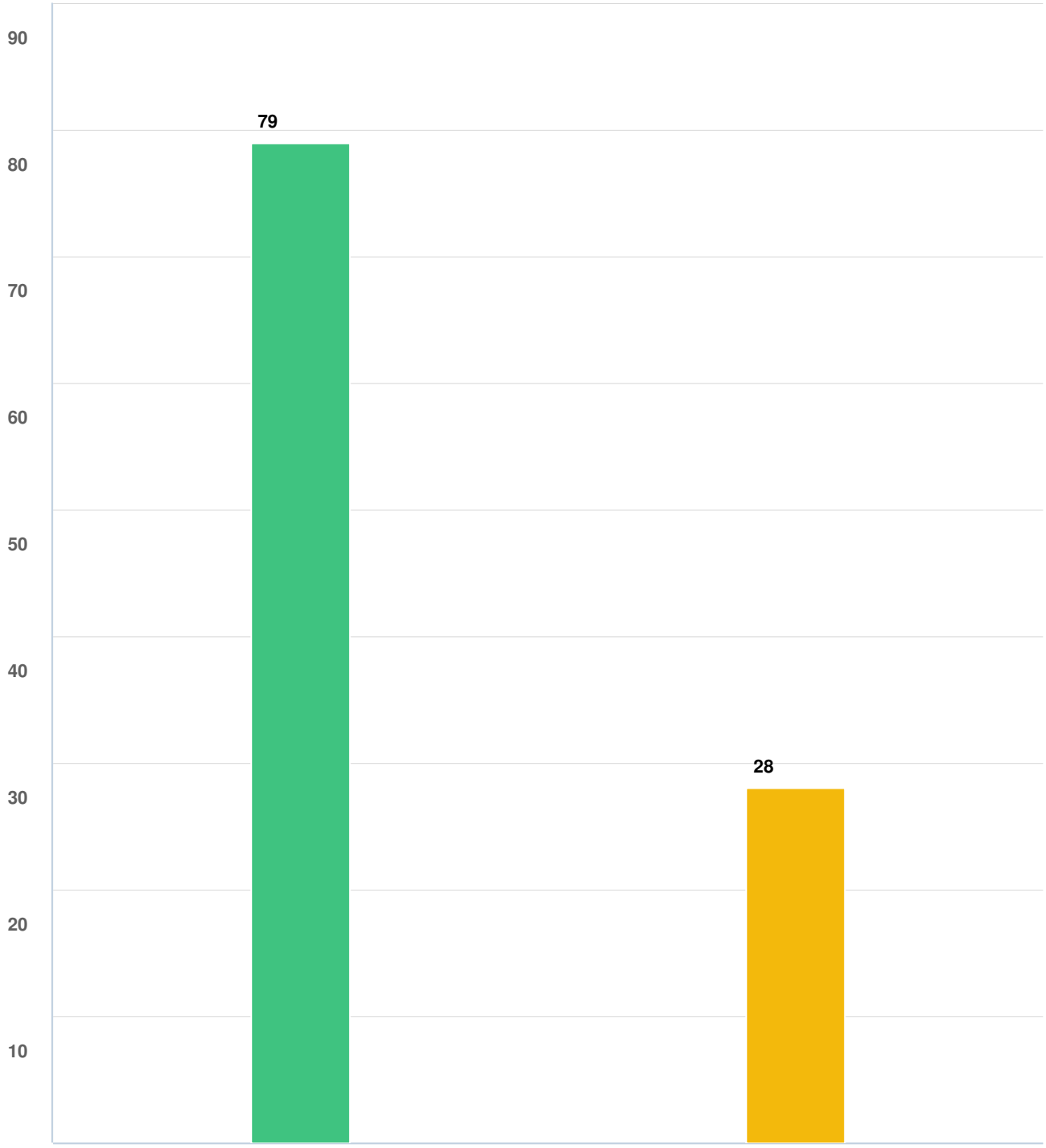
Optional question (105 response(s), 11 skipped)
Question type: Ranking Question

Q4 In SUMMER, what THREE days are CRITICAL for the Transfer Station to be open? Choose THREE ONLY, rank them in order, with 1 being the MOST critical.

OPTIONS	AVG. RANK
Sunday	1.59
Monday	1.88
Saturday	2.41
Friday	2.92
Wednesday	3.24
Tuesday	3.67
Thursday	3.75

Optional question (97 response(s), 19 skipped)
Question type: Ranking Question

Q5 What SCENARIO would you PREFER in regards to open hours (choose ONE only)

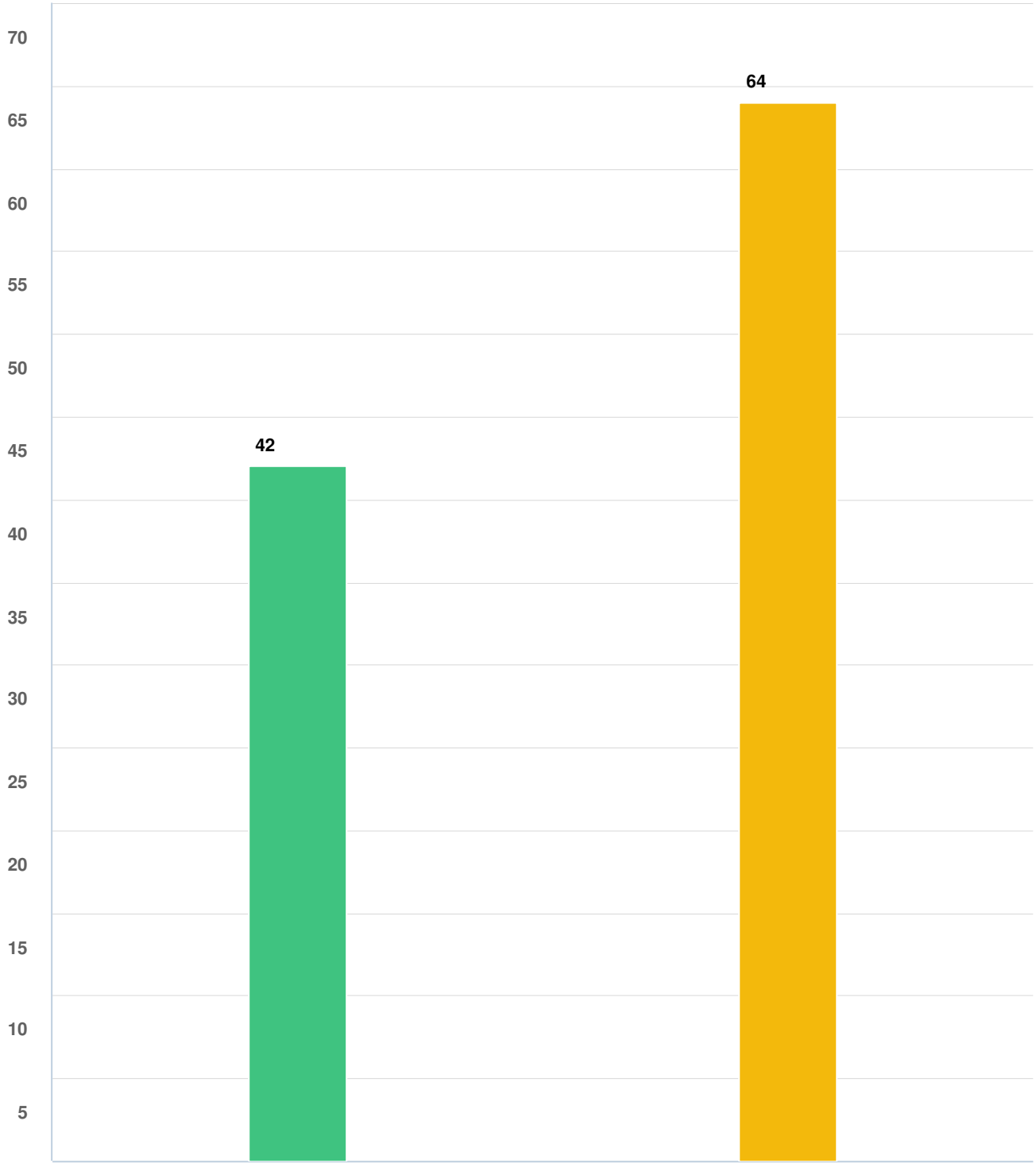


Question options

- MORE days with SHORTER hours e.g., six days a week, 4 hours a day
- LESS days with LONGER hours e.g. three days a week, 8 hours a day

Optional question (105 response(s), 11 skipped)
Question type: Checkbox Question

Q6 What SCHEDULE would you prefer (choose ONE only)

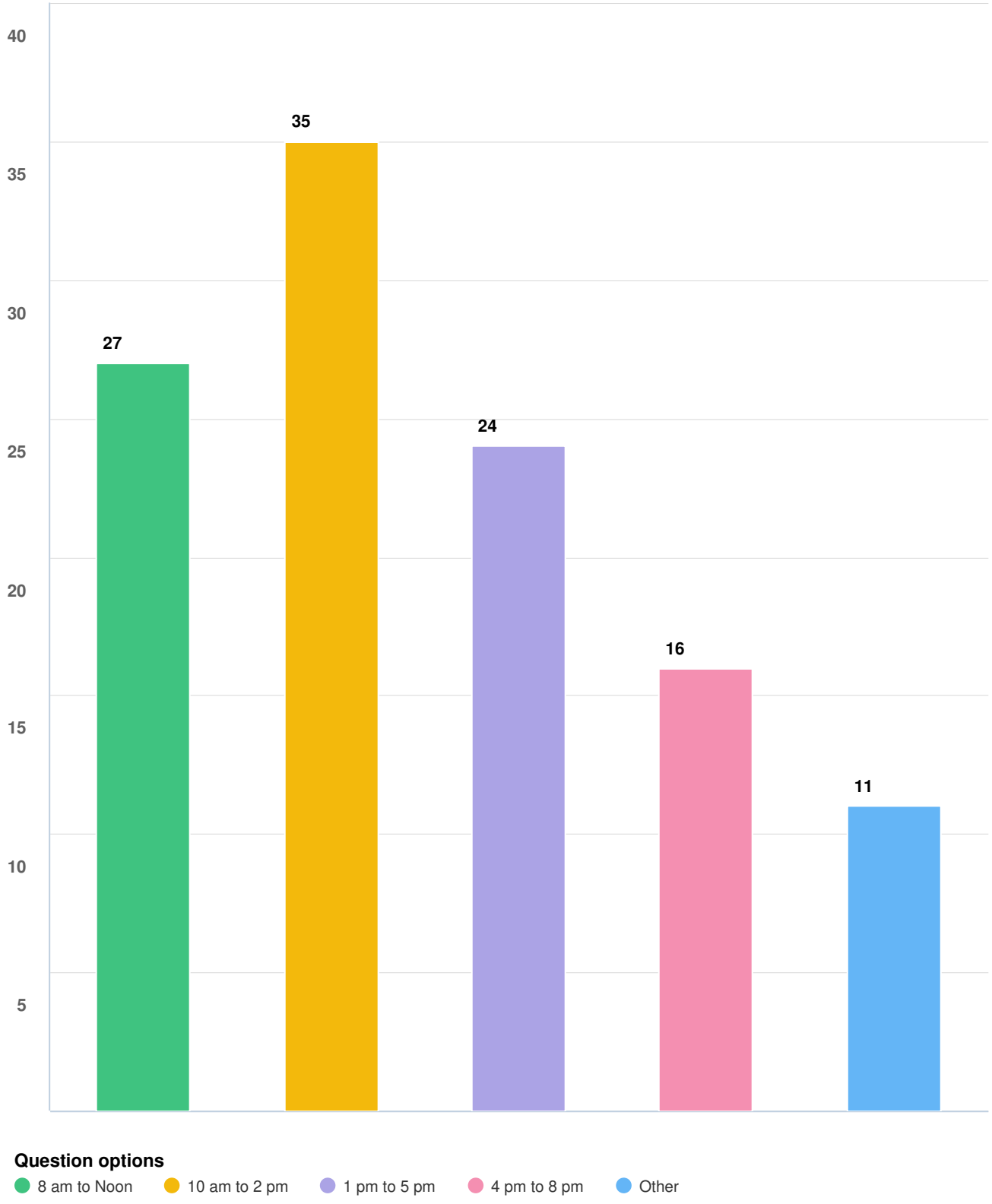


Question options

- A change of hours between Winter and Summer
- To keep the hours consistent all year round

Optional question (106 response(s), 10 skipped)
Question type: Checkbox Question

Q7 What OPENING HOURS would you prefer (choose ONE only)



Optional question (110 response(s), 6 skipped)
Question type: Checkbox Question

Q8 Please give a reason/explanation for your preferred choice of open hours

Screen Name Redacted 1/09/2024 03:58 PM	Seems the most reasonable time if open 6 days a week, get up, get going, get the garbage gone
Screen Name Redacted 1/09/2024 03:59 PM	8am is when I usually go.
Screen Name Redacted 1/09/2024 05:37 PM	Mornings are busy with skiing, biking or hiking.
Screen Name Redacted 1/09/2024 07:03 PM	Needs to be open daily 8 hours per day Does not need to be attended
Screen Name Redacted 1/09/2024 11:12 PM	I work 8:30-4:45 so I'd like to see it open after I work.
Screen Name Redacted 1/10/2024 04:03 PM	That is checkout time for most visiting and not a bad time for residents
Screen Name Redacted 1/10/2024 10:01 PM	We now manage vacation rentals year round, we have checkouts everyday of the week. There is nowhere viable to store garbage at big white other than the transfer station and strata bins. It is not fair to remove a facility that has previously been open 7 days and restrict our hours. I would rather understand having less days in the shoulder season but I think you are seriously underestimating the amount of daily traffic during winter and summer seasons. We pay enough taxes here to fund this and there is now a sizeable year round community and has been for some time. (A lot of year round residents are not citizens so wouldn't be on the electoral roster for the area) eg there's more people here who have PR and are not counted when the local vote is held due to lack of citizenship. Limiting the days will just lead to people dumping their garbage by the gates which will lead to more dangerous animals entering the area. Security cameras won't deter people. Be more responsible with your decision on hours. FYI I have lived here 8 years and have only seen the transfer station contractor there once in that whole time. It doesn't need to be manned all the time, better signage and just having someone around on busy days would fix most issues. The vandalism comes from a lack of maintenance, lack of good signage and lack of presence by the contractor. Also not having a system to dump larger items or appliances is an error.

Screen Name Redacted 1/11/2024 07:12 PM	Drive kids to school but in general we are morning people
Screen Name Redacted 1/11/2024 08:27 PM	Would prefer 6:00am to be able to drop off garbage on the way to town. Or 8am-noon as a second choice.
Screen Name Redacted 1/12/2024 09:59 AM	Quite frankly - if you intend to open the transfer station for only four hours a day, three days a week, you should take a long hard look in the mirror.
Screen Name Redacted 1/12/2024 04:08 PM	This coincides with the check out hours of people who are leaving a rental property. And if six days a week, also allows full time residents a window on a non-working day
Screen Name Redacted 1/12/2024 04:23 PM	many users, drop off when leaving bw. Most ski first.
Screen Name Redacted 1/13/2024 10:11 AM	Usual time we go into town
Screen Name Redacted 1/14/2024 07:03 AM	Less conflict with ski resort traffic
Screen Name Redacted 1/14/2024 08:21 AM	Check out times - end of ski day
Screen Name Redacted 1/14/2024 08:31 AM	I can fit this in with trips to town, or after skiing, not too early or too late.
Screen Name Redacted 1/14/2024 08:37 AM	With rentals, most guests check-out at 10 am, so if they were to take garbage and/or recycling off-site with them, 10 am to noon would be a time when they were leaving the mountain (that is if they drove up the mountain). For owners, this is a start to the day and at 8 am, they could dispose of garbage at the transfer station and be back up on the mountain for when it opens.
Screen Name Redacted 1/14/2024 08:38 AM	Lots of weekend residents dump their garbage on the way back to Kelowna in the afternoon. The afternoon hours mean that they will be able to drop their garbage on the way by.

Screen Name Redacted 1/14/2024 09:19 AM	I would prefer it be open 5 days per week, 8 hours per day. Our tax dollars warrant this.
Screen Name Redacted 1/14/2024 09:33 AM	People come to my property usually on the weekend. Cleaning is finished between 12pm and 5pm
Screen Name Redacted 1/14/2024 09:35 AM	Garbage location is outside the village on the drive home - garbage take out is when leaving mountain
Screen Name Redacted 1/14/2024 11:07 AM	People come and go all hours ands days of the week depending on their holiday schedule. People have to be able to access it whenever they leave the mountain at the end of the vacation.
Screen Name Redacted 1/14/2024 12:15 PM	Most check out times are at 10:00
Screen Name Redacted 1/14/2024 02:01 PM	Need dump after departure and end of ski days. Must be open additional dates and times during special holidays. Also risk of limited hours is that more people will leave their garbage outside for birds to male giants messes.
Screen Name Redacted 1/14/2024 08:51 PM	We are generally on the way down from the hill on Sunday’s between 10:00 and 2:00
Screen Name Redacted 1/15/2024 06:34 AM	A keyed entry where users are registered, even a two gate system where you can’t be followed in by someone without a code/fob could help ensure the facility is used appropriately. Or hire youths in the community to be on site watching for dumper’s and keeping it tidy. Even if they’re not there 100% of the time it might help. Have license plate scanners like the parking companies so you’re aware of who’s coming/going, lock out offenders. I was recently at a university where the gates to the parkade open based on scanning your front plate (not good for those red plates from next door….) but it was slick.
Screen Name Redacted 1/15/2024 08:32 PM	Most Airbnb’s have a check-out of 10am and many snow pines properties require the guests to take the garbage. For my own property I like it to be taken by the cleaner which would be great if it could be open closer to 4, but the more days it is open, at least it can be worked out that one or the other can. Otherwise people will start

	putting it outside.
Screen Name Redacted 1/16/2024 10:11 AM	Covers most morning and afternoon cleans.
Screen Name Redacted 1/16/2024 12:10 PM	Based on work schedules and weekend guests. Although I am quite concerned that if the gates are locked, people will just drive up our cat shop road and start dumping along that. Or they might dump in the ditch along Big White Road. Is there any talk of building US another gate to prevent this from happening? Gates will only deter the situation to somewhere else.
Screen Name Redacted 1/16/2024 12:34 PM	This mountain hosts thousands of guests per year, most of these guests check out of their homes at 10 or 11AM, that means any garbage they leave behind needs to be removed after this time, before more guests arrive at 4PM. This mountain CANNOT survive with only 3 open days in the winter. Garbage will be left outside and scattered around the village as people with no transport have no alternatives or any other way or place to store garbage. Many homes do not have garages and parking is already an issue here, there will be nowhere for people to store garbage for additional days before the next 'open' day at the facility. I think it is a terrible idea to limit the number of days, it would make more sense to be open daily for less hours.
Screen Name Redacted 1/16/2024 06:24 PM	most people check out between 10-12 so there would be a lot of people trying to bring their garbage there at this time
Screen Name Redacted 1/16/2024 06:28 PM	This is completely ridiculous. I pay huge taxes for this to be open all the time. Period.
Screen Name Redacted 1/16/2024 08:35 PM	The opening hours that would be convenient to me depends on the day. At a weekend 10-2 would be fine for instance, but if it's open weekdays only, then evening hours would be preferable for me personally.
Screen Name Redacted 1/16/2024 09:48 PM	Business needs vary day to day in the winter. Trash and recycling collection from properties takes place from 11am-6pm. Many properties do not have trash collection available so the transfer station is the only option.

Screen Name Redacted 1/17/2024 05:00 PM	We usually do a rubbish drop off in the afternoon once we've done work/activities etc. in the morning.
Screen Name Redacted 1/18/2024 02:15 PM	Ties in with the time I go to Kelowna for shopping.
Screen Name Redacted 1/18/2024 02:22 PM	It's logical
Screen Name Redacted 1/18/2024 02:23 PM	We can only drive in daylight hours, and we are early risers so the morning works best for us.
Screen Name Redacted 1/18/2024 02:26 PM	Usually on a day trip off the mountain
Screen Name Redacted 1/18/2024 02:26 PM	Closing the station at any time is ridiculous. If dumping of large items is the problem, then just add a bin for large items outside. Closing the gate is just going to result in people dumping their garbage outside the gates. Is that what you're looking for now?
Screen Name Redacted 1/18/2024 02:30 PM	Having a restricted use of the transfer station will like result in garbage being dumped at the gate. Having a large item pick up or drop off would be of benefit
Screen Name Redacted 1/18/2024 02:54 PM	Allows clean up before delivering, however need it at least 6 days a week as have no other place for household waste.
Screen Name Redacted 1/18/2024 02:56 PM	All air bnb should be gone by 11am, so this gives me time to load and take the excess recycling to transfer station.
Screen Name Redacted 1/18/2024 03:00 PM	Book outs at 10, house clean then drive to dump. Needs to be 7 days a week as no where else to store waste.
Screen Name Redacted 1/18/2024 03:06 PM	If there is no one monitoring the station it should just be open 24/7. If someone is hired to work at the transfer station then hours are applicable. Also, we pay tax dollars so the transfer station should have more services like appliance and mattress drop offs instead of forcing residents to drive into kelowna to drop of large items.

Screen Name Redacted 1/18/2024 03:42 PM	Working folks may have more opportunities to use the facility after work/school for a bit.
Screen Name Redacted 1/18/2024 03:42 PM	When we leave and our guests leave we need to drop garbage on the way out of Big White. Check out is in the morning and we leave in the morning. I personally think hours should be 7:30 -noon everyday during the winter. I think people will start dumping garbage if they do not have daily access to dispose of garbage.
Screen Name Redacted 1/18/2024 03:46 PM	We typically have guests departing between 10:00 AM + 12:00 PM. Our cleaning staff usually departs around 5:00-6:00, both of which stop at the transfer station to drop off household garbage.
Screen Name Redacted 1/18/2024 03:52 PM	I like mornings
Screen Name Redacted 1/18/2024 04:06 PM	I don’t believe that being open only 3 days a week would meet the needs of the community.
Screen Name Redacted 1/18/2024 04:10 PM	That’s when we currently use it, after skiing on our way to Kelowna.
Screen Name Redacted 1/18/2024 04:17 PM	Use it afternoon hours
Screen Name Redacted 1/18/2024 04:30 PM	Moat ppl go after ski day
Screen Name Redacted 1/18/2024 04:49 PM	Does it really matter
Screen Name Redacted 1/18/2024 04:56 PM	Mid-day would be daylight hours year round.
Screen Name Redacted 1/18/2024 06:00 PM	I do not use this facility and do not want to pay property taxes for it. Make it user pay
Screen Name Redacted 1/18/2024 07:03 PM	Actually we think hours should be variable on different days (eg at least one evening, a morning, afternoon) to accommodate people who may be working in Kelowna or BW and can’t access a fixed am

	or afternoon time.
Screen Name Redacted 1/18/2024 07:04 PM	I usually drop garbage after school drop off or on the way to Kelowna
Screen Name Redacted 1/18/2024 07:09 PM	We typically go back to Kelowna between late morning and early afternoon as we work the next day in town
Screen Name Redacted 1/18/2024 08:20 PM	Above tick boxes are not a reflection of my most important days we need 7 days a week when Big White is open. For vacation rental we need 7 days a week. Check out's are between 10-4, it is impossible to go to all properties simultaneously, one property can fill a pickup when guests depart. Not having 7 days a week will cause massive issues,
Screen Name Redacted 1/18/2024 08:27 PM	Living here round I would like to see the transfer station year round and all days of the week. As I don't want to see garbage left out for the birds and wildlife. As in my opinion if the transfer station is not open people will just leave it at the gate. It's a crazy proposal to not have it open 7 days week.
Screen Name Redacted 1/18/2024 08:52 PM	This is ridiculous. If the site was better maintained on a daily basis the transfer station would be better respected. This is a major tourist destination with many year round residents. Limiting hours and charging more to have it manned will result in further issues. People need access at all hours as departure times vary. Have respect for an area that contributes considerable tax dollars to the region. If you actually spoke to the community there are many ways in which this could be managed better without putting up a fence that can be walked around or paying someone to work at a few days a week.
Screen Name Redacted 1/18/2024 08:53 PM	I think it should be open 8 hours a day six days a week during the winter and 4 hours a day three days a week during the summer. Garbage will just be dumped outside the transfer station in the winter if it isn't open for people leaving the hill
Screen Name Redacted 1/18/2024 10:23 PM	All day, all hours. Do not reduce our access!!!! There are too many people on too many schedules. Three days IS NOT ENOUGH
Screen Name Redacted 1/18/2024 11:05 PM	I usually drop trash on my way out of town, but most guests are checking out at 10 am.

Screen Name Redacted 1/19/2024 06:14 AM	12 to 4 or 11 to 3
Screen Name Redacted 1/19/2024 10:03 AM	I feel it needs to be open longer on Sundays to accommodate rental check outs and people leaving the resort after a weekend. Sundays 11-6. Other days can be 4 hour shifts
Screen Name Redacted 1/19/2024 10:11 AM	During the winter and summer, when there are rentals, people generally check out on Sundays or holiday Mondays. They also have to check out by 10am and need somewhere to dump their garbage. However, these hours don't work as well for local residents who may be at work during the day. Also, in the summer we get a ton of construction waste, those guys work on the mountain M-F and dump garbage at the end of their work days. They don't work weekends. So, I think it is important to be flexible on hours throughout the year. Only opening for 3 days a week will cause more problems than currently exist. So, it would be better to remain the same as we have now.
Screen Name Redacted 1/19/2024 11:05 AM	If you’re heading for an airport drop off/pickup, or going to town for groceries, etc., it’s typically in the morning. I think it would be more ideal for three days a week, but for a schedule of 7am to 7pm, so people that work constantly on the mountain have the opportunity to drop off their garbage as well.
Screen Name Redacted 1/19/2024 02:26 PM	Concentrating it to fewer days will cause lineups and chaos. To be clear I don’t support the move to a manned approach if it is fundamentally changing the access to the service.
Screen Name Redacted 1/19/2024 04:35 PM	As I work, can't get there during work hours
Screen Name Redacted 1/19/2024 06:29 PM	Work and life balance
Screen Name Redacted 1/19/2024 08:16 PM	This is a set up. You’ve already decided it will be open 3 days a week for 4 hours each day.
Screen Name Redacted 1/20/2024 06:49 AM	I rent my own property out when I’m not using it as though a lot of other people on the mountain. Mondays and Sundays are the busiest

	checkout days. Guest checkouts are typically at 10 AM. Having it open 10 to 12 would give guests the opportunity to dispose of their own garbage and the cleaning company, the opportunity to dispose of any garbage necessary later in the day. Having said all of this, the station needs to be open every single day through the winter for at least the 4 hours, especially over the holidays. Restricting the amount of time that it is open will cause huge lineups, illegal dumping, giant messes of garbage all over the mountain after ravens have had their fun.
Screen Name Redacted 1/20/2024 06:54 AM	Rental property, guest checkouts are typically at 10 AM. This gives the opportunity for guests to dispose of their own garbage and then gives time for the cleaning staff to dispose of any garbage necessary after they've had a chance to access the properties. Restricting the amount of time that it is open will cause huge lineups, illegal dumping, giant messes of garbage all over the mountain after ravens have had their fun. Having said all of this, it needs to be open every single day through the winter. Restricting days and hours will cause massive lineups, illegal dumping, and large messes of garbage all over the mountain.
Screen Name Redacted 1/20/2024 06:57 AM	Most rental properties have guests checking out at 10 AM. Guests would have the opportunity to dispose of their own garbage and our cleaning staff would have the opportunity to access properties, round up garbage and dispose of it. Having said all of this transfer station needs to be open every day through the winter. Restricting the days and hours will cause massive, lineups, illegal, dumping and messes of garbage all over the mountain.
Screen Name Redacted 1/20/2024 08:37 AM	Rental turnover timelines
Screen Name Redacted 1/20/2024 08:40 AM	The transfer station needs to be open every day during the winter and for longer hours; if it is open minimally, there will be extensive lineups, illegal dumping, and messes of garbage all over the mountain. This facility should remain open 24 hours and have someone come in daily, Monday to Friday, to tidy up. maybe an access code entry on non-supervised hours with upgraded surveillance along with fines based of lic plates for infractions.
Screen Name Redacted 1/20/2024 09:01 AM	At 1:00 to 5:00 I can go after the hill closes. Though I think four hours a day is really too little. Would prefer Noon - 6:00pm or even 10:00 to 6:00. I think in the first year of this you run it longer and then see where your traffic actually comes from as to time of usage.

Screen Name Redacted 1/20/2024 09:19 AM	I feel this should remain open daily. People are lazy and some who dont not live on the mountain will just dump their garbage at the gate or some where else. You need to make things easy for people to do the right thing when it comes to garbage
Screen Name Redacted 1/20/2024 09:23 AM	Cleaning crews for rentals would need time to dump garbage, also owner normally leave in the am and could drop off garbage on their way home.
Screen Name Redacted 1/20/2024 09:57 AM	our check out time for guests and for ourselves is typically 10 am. our cleaning crew comes in at this time in order to prep the unit for our next renters, hence the 10 to 2 time frame
Screen Name Redacted 1/20/2024 11:40 AM	Covers most of check-outs at Big White
Screen Name Redacted 1/20/2024 12:25 PM	The transfer station needs to be open every single day during the winter and for longer hours - if it is open minimally, there will be large lineups, illegal dumping, and messes of garbage all over the mountain.
Screen Name Redacted 1/20/2024 12:55 PM	I fly frequently and leave on Fridays and Sundays, and want to drop on the trip to Kelowna.
Screen Name Redacted 1/20/2024 12:55 PM	Flying for work and need earlier opening times to drop garbage off on the drive the the Kelowna.
Screen Name Redacted 1/20/2024 03:22 PM	To give our guess it's enough flexibility to remove the trash. If they don't have the opportunity to take the trash out, then the cleaning service is responsible for hanging on to our guests trash until opening hours. I'm going to be charged a fortune for this. Alternatively the guests will just toss it in front of the closed gates because they won't know what else to do with it. I don't think taking the number of airbnbs on the mountain that do not have garbage collection, has been taken into consideration at all.
Screen Name Redacted 1/20/2024 03:22 PM	Big White is a vacation destination. Thousands of families travel here and then drop off garbage on the way to the airport. The only solution that works is 24 7. If the station is not open, garbage will just be

	tossed. This idea of limited hours will make the current problems far worse.
Screen Name Redacted 1/20/2024 07:38 PM	I leave the mountain in the mornings and drop off on the way.
Screen Name Redacted 1/21/2024 10:44 AM	Don't care. Should be open every day
Screen Name Redacted 1/21/2024 12:53 PM	Coincides with times we leave the mountain.
Screen Name Redacted 1/21/2024 12:57 PM	During hours of light
Screen Name Redacted 1/22/2024 04:09 PM	Leaving the hill after the weekend (Sunday or Monday of long weekend) would be optimal timing. But having alternate days is also important.
Screen Name Redacted 1/23/2024 01:21 PM	I prefer going either early morning or late evening when there is less congestion. I always check for bears, before I get out of my vehicle.
Screen Name Redacted 1/23/2024 07:46 PM	Able to make a garbage run after skiing hours
Screen Name Redacted 1/23/2024 09:53 PM	Generally coincides with when myself and my guests will usually be leaving the mountain or our home on the way out, past the transfer station.
Screen Name Redacted 1/24/2024 12:55 PM	When I am leaving the mountain to fly home, I like to drop the trash and recycling off on our way down the mountain.
Screen Name Redacted 1/24/2024 01:20 PM	This suits our needs the best.
Screen Name Redacted 1/24/2024 02:45 PM	Drop off when going back to main property in Kelowna
Screen Name Redacted 1/25/2024 12:27 PM	Leaving the hill after skiing, it's hard to get to waste transfer before 5pm if you're working or volunteering on hill, and we will want to take

	waste at the end of a stay.
Screen Name Redacted 1/25/2024 05:25 PM	It is slightly ridiculous to be able to tell people when they can and can't take their garbage out. Big White already has a big enough issue with garbage being illegally dumped and left behind. Now restricting the hours when community members can do, and making it even more confusing for vacationers is going to add to the amount of waste being dumped illegally and just left laying around for the Ravens. I don't believe this is the best option for us. IF we have to go to this it should be open more days for less time. For an area that wants to grow and become a municipality this seems completely backwards.
Screen Name Redacted 1/28/2024 07:18 AM	We visit the transfer station on our way into town which is in the morning.

Optional question (102 response(s), 14 skipped)
Question type: Essay Question