



Regional District of
Kitimat-Stikine

TO: The Public and Technical Advisory Committee (PTAC)
FROM: Administration
DATE: June 3, 2019
RE: Solid Waste Survey Results and RDKS Response

ATTACHMENTS:

1. Solid Waste Survey Categorized Comments and Final Results
2. RDKS Response to Solid Waste Survey Comments: WHAT WE HEARD

Recommendation (s):

That the Public and Technical Advisory Committee (PTAC):

1. Receive for information the attached categorized comments and final results from the March 2019 Solid Waste Survey as initial stakeholder feedback on the proposed topics for the Solid Waste Management Plan;
2. Review the Draft "What We Heard" Response and approve for distribution.

RDKS Administration, in consultation with PTAC and with approval by the Board, released a Solid Waste Survey for all citizens in March 2019. The survey received 875 responses within the survey timeframe and over 900 responses in total. The 875 responses were used for survey results analysis. 697 responses were received from the Terrace Service Area; 178 responses from the Hazelton and Highway 37 N Service Area.

Respondents' comments were categorized into the following themes: education, illegal dumping, costs, hours (convenience), reduction, reuse options, curbside collection, recycling and compost, industry disposal, ICI waste, recover waste, and Kitimat waste management concerns. Similar comments were tallied and are presented in Attachment 1 as percentage of total survey respondents by service area. The responses to multi-choice questions were also tallied and are presented in Attachment 1 as percentages by service area.

In response to the common comment themes, RDKS Administration has drafted a "What We Heard" response (see Attachment 2). It is anticipated that this response document may be distributed through local newspapers as an article or press release.

March 2019 Solid Waste Survey Results: Categorized Respondents' Comments

Comment Themes	Survey Respondents' Comments (categorized)	Terrace Service Area		Hazelton and Highway 37 N Service Area	
		Number of Comments	Proportion of total survey respondents (697)	Number of Comments	Proportion of total survey respondents (178)
Positive feedback	Appreciate the waste management program	11	1.6%	3	1.7%
Education	Need better / more user education	41	5.9%	14	7.9%
	More school education programs	6	0.9%	3	1.7%
Illegal Dumping	Stop illegal dumping - extend Transfer Station/Landfill hours	12	1.7%	1	0.6%
	Stop illegal dumping - increase enforcement and fines	26	3.7%	2	1.1%
	Provide free or discounted household garbage dropoff, provide free days	17	2.4%	2	1.1%
	Need clean-up efforts for illegal dumping; Unsightly premises issues (neighbors garbage)	3	0.4%	1	0.6%
Costs	Cost recovery model review - no increased taxes/ issue with taxation, programs already too expensive	8	1.1%	8	4.5%
	Decrease taxes for seasonal users	4	0.6%	0	0.0%
	Run facilities more cost efficiently	2	0.3%	1	0.6%
	Decrease tipping fees and increase taxes	3	0.4%	0	0.0%
	Tipping fees too high	21	3.0%	3	1.7%
Hours	Landfill / Transfer Station need more / better hours	27	3.9%	8	4.5%
	Recycling depot needs more hours	4	0.6%	4	2.2%
Reduction	Ban single use plastics	26	3.7%	6	3.4%
	Lobby for reduced packaging and better products	25	3.6%	6	3.4%
	Reduce food waste; fine grocery stores	3	0.4%	1	0.6%
Reuse Options	Need more reuse options - Re-Use-It Store or Re-Build-It Store	16	2.3%	13	7.3%
	Need more reuse options - share shed at landfill or transfer station	11	1.6%	18	10.1%
	Need more reuse options - host reuse event(s)	10	1.4%	1	0.6%
	Need more reuse options - allow landfill salvaging	1	0.1%	6	3.4%
	Need more reuse options - host repair event(s)	4	0.6%	4	2.2%
Curbside Collection	Provide segregated waste bins in public spaces	0	0.0%	1	0.6%
	Need more curbside recycling options (glass, plastic bags, Styrofoam, etc.)	31	4.4%	3	1.7%
	Provide free cans and recycling bags	2	0.3%	1	0.6%
	Issue with curbside collection - organics	7	1.0%	2	1.1%
	Issue with curbside collection - recycling	8	1.1%	2	1.1%
	Want curbside enforcement (can tipping)	8	1.1%	2	1.1%
	Want collection of all recyclables with manual sorting of curbside recyclables provided	1	0.1%	0	0.0%
	Against curbside enforcement (can tipping)	4	0.6%	1	0.6%
Wildlife concerns re: curbside organics	1	0.1%	1	0.6%	

March 2019 Solid Waste Survey Results: Categorized Respondents' Comments

Comment Themes	Survey Respondents' Comments (categorized)	Terrace Service Area		Hazelton and Highway 37 N Service Area	
		Number of Comments	Proportion of total survey respondents (697)	Number of Comments	Proportion of total survey respondents (178)
Recycling and compost	Want household hazardous waste roundup event	4	0.6%	0	0.0%
	Confused about recycling - What goes where? EPR issues	13	1.9%	1	0.6%
	Confused about recycling - Recyclables landfilled or burned? Where are they shipped to? How is it paid for?	6	0.9%	0	0.0%
	Uninformed or misinformed about current program (concerns already addressed under current services)	10	1.4%	1	0.6%
	Want "one stop drop" of recyclables	41	5.9%	4	2.2%
	Want 24 hour unsupervised recycling drop-off	2	0.3%	2	1.1%
	Want more recycling options (i.e., textiles, furniture)	34	4.9%	7	3.9%
	Want compost provided to the community	6	0.9%	0	0.0%
	Promote more composting and organics	2	0.3%	0	0.0%
Industry Disposal	Industry disposal - Do not support if shortens landfill life	1	0.1%	0	0.0%
	Industry disposal - Charge more to industry (in addition to 25% surcharge)	3	0.4%	1	0.6%
	Industry disposal - Ensure waste segregation	9	1.3%	1	0.6%
ICI	Subsidize or incentivize recycling for ICI	6	0.9%	0	0.0%
	ICI and multi-fam - Ensure waste segregation	9	1.3%	2	1.1%
	Provide waste collection for businesses (consistent with residential curbside)	2	0.3%	0	0.0%
	Cost concerns from ICI	2	0.3%	0	0.0%
	Create closed loop economy locally with private sector	4	0.6%	4	2.2%
Recover waste	Support waste incineration in the north	5	0.7%	1	0.6%
	Support waste solutions (i.e., waste to energy) in the north	2	0.3%	4	2.2%
Kitimat	Kitimat waste management issues / concerns	7	1.0%	0	0.0%
	Want status quo (leave existing system)	1	0.1%	0	0.0%
	Want curbside organics	9	1.3%	0	0.0%
	Want curbside recycling	23	3.3%	0	0.0%

Terrace Service Area Solid Waste Survey Results

I am replying to this survey as:		Residents	Businesses	Seasonal Users	Total Terrace Area Survey Respondents	
	# Respondents	669	24	4	697	
% Respondents	96%	3%	1%			
I live or run a business in:	# of Respondents by community	City of Terrace	Thornhill	Kitsumkalum	New Remo	Old Remo
		331	107	7	3	8
		Dutch Valley	North Terrace	Jackpine Flats	Copperside	Gossan
		3	32	18	3	1
		Chimdemash	Kleanza	Gitaus	Cedarvale	Rosswood
		0	3	0	0	4
		Brauns Island	Usk	Nass Valley	Lakelse Lake	Other
		5	1	2	14	9
District of Kitimat	Kitamaat Village					
143	3					
I contribute to the reuse of quality items and materials check all that apply.		I give my used items away (i.e. to family/friends, thrift stores).	I use online or other resources (i.e., buy and sell websites).	I would like to see more reuse opportunities in my community.	No, I do not.	Other
	# Respondents	665	362	334	9	103
	% Respondents	95%	52%	48%	1%	15%
I divert my organics (i.e. compost) check all that apply.	I compost at home.	I use curbside organics collection.	I do not have curbside collection; I would use it if available.	I do not have curbside collection; I would not use it if available.	I keep for mine or other's farm/garden/animals.	No I do not compost.
	373	398	97	19	98	67
	54%	57%	14%	3%	14%	10%
I divert my recyclable materials [check all that apply]:		I bring my recycling to the depot.	I use curbside collection of recyclables.	I do not have curbside recycling collection; I would use it if available.	I do not have curbside recycling collection; I would not use it if available.	No, I do not recycle.
	# Respondents	505	491	130	7	5
	% Respondents	72%	70%	19%	1%	1%
I divert my recyclable materials check all that apply:		Yes	No	I didn't know I could recycle that	Not applicable	No response
I recycle paper and plastic packaging		83%	9%	3%	2%	3%
I recycle electronics		88%	4%	3%	2%	3%
I recycle batteries		80%	9%	6%	1%	3%
I recycle beverage containers		95%	2%	1%	1%	1%
I recycle paints, solvents, and pesticides		71%	8%	9%	10%	2%
I recycle used oil and filters		56%	6%	0%	25%	4%
I recycle lightbulbs and fixtures		62%	13%	18%	3%	4%
I recycle smoke detectors and carbon monoxide alarms		40%	7%	27%	21%	5%
I recycle small appliances		77%	4%	9%	7%	3%
I recycle tires		63%	5%	11%	19%	3%

Terrace Service Area Solid Waste Survey Results

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Education programs have changed the way I manage my waste; I now separate my recycling and organics from the rest of my garbage.	# Respondents	313	231	106	25	12
	% Respondents	45%	33%	15%	4%	2%
More items should be prohibited from the landfill (e.g. Styrofoam, textiles/fabric, furniture and mattresses) as recycling opportunities become available.	# Respondents	387	191	70	22	16
	% Respondents	56%	27%	10%	3%	2%
I would pay increased taxes to have more recyclables picked up through curbside collection.	# Respondents	153	196	149	92	95
	% Respondents	22%	28%	21%	13%	14%
The curbside collection programs are convenient and provide good value.	# Respondents	290	235	78	35	24
	% Respondents	42%	34%	11%	5%	3%
Residential curbside waste should be inspected before being collected to confirm that households are separating their organics and recycling from garbage.	# Respondents	129	211	195	103	50
	% Respondents	19%	30%	28%	15%	7%
Garbage bins at businesses and institutions (i.e., hospitals) should be inspected to confirm that the organization is separating their organics and recyclables from garbage.	# Respondents	225	231	149	59	24
	% Respondents	32%	33%	21%	8%	3%
There should be increased enforcement to confirm waste is being segregated (e.g. impose fines or not pick up mixed curbside wastes).	# Respondents	157	233	152	95	52
	% Respondents	23%	33%	22%	14%	7%
The Thornhill Transfer Station is convenient and works well for me.	# Respondents	47	118	138	122	86
	% Respondents	7%	17%	20%	18%	12%
The Regional District of Kitimat-Stikine (RDKS) is currently working with the Ministry of Transportation, Conservation Officer Service and local First Nations to address illegal dumping through education and awareness, signage, and surveillance. This is a sufficient level of effort to address illegal dumping.	# Respondents	89	162	143	196	95
	% Respondents	13%	23%	21%	28%	14%
The new Solid Waste Management Plan (SWMP) should review the current cost recovery model for the Terrace Service Area (facility costs currently covered 50% through property taxes and 50% through tipping fees).	# Respondents	75	205	344	35	15
	% Respondents	11%	29%	49%	5%	2%
Newly constructed multi-family residences and businesses should be designed to provide a designated space for managing waste.	# Respondents	351	266	54	7	8
	% Respondents	50%	38%	8%	1%	1%
Policies that encourage deconstruction, rather than demolition, of buildings should be established to improve the recovery of reusable materials.	# Respondents	302	280	75	14	14
	% Respondents	43%	40%	11%	2%	2%
Single use items that are typically landfilled, such as plastic bags, Styrofoam take-out containers, straws and cups, are a leading source of pollution. The Regional District should explore options for reducing single use items.	# Respondents	404	202	56	16	10
	% Respondents	58%	29%	8%	2%	1%
As a strategy to reduce the amount of waste we produce, the Regional District should lobby the province to amend regulations (i.e., the Recycling Regulation) that will require manufactures to rethink the type and quantity of packaging they use for their products.	# Respondents	433	200	38	8	8
	% Respondents	62%	29%	5%	1%	1%
Over one third of the food produced and distributed in Canada is never consumed. Strategies, such as participation in a national food waste reduction campaign, should be explored to reduce food waste.	# Respondents	363	236	61	16	7
	% Respondents	52%	34%	9%	2%	1%
Currently the RDKS accepts municipal-type solid waste from industry at a 25% surcharge rate (i.e., mines, work camps). Limits should be established on the amount of waste that can be disposed by industry.	# Respondents	191	174	198	85	30
	% Respondents	27%	25%	28%	12%	4%

Hazelton and Highway 37 North Service Area Solid Waste Survey Results

I am replying to this survey as:		Residents	Businesses	Seasonal Users	Total Hazelton & Hwy. 37 N Area Survey Respondents	
	# Respondents	167	8	3	178	
% Respondents	94%	4%	2%			
I live or run a business in:	# of Respondents by community	New Hazelton	Kispiox	Hagwilget	Two Mile	Iskut
		32	17	17	15	2
		South Hazelton	Meziadin	Gitsegukla	Gitanyow	Glen Vowell
		21	2	2	5	3
		Telegraph Creek	Moricetown	Gitwangak	Kitwanga	Stewart
		0	0	5	9	21
		Village of Hazelton	Dease Lake	Gitanmaax	Other	
14	4	2	8			
I contribute to the reuse of quality items and materials [check all that apply].		I give my used items away (i.e. to family/friends, thrift stores).	I use online or other resources (i.e., buy and sell websites).	I would like to see more reuse opportunities in my community.	No, I do not.	
	# Respondents	161	69	79	5	
	% Respondents	90%	39%	44%	3%	
I divert my organics (i.e. compost) [check all that apply].		I compost at home.	I keep for mine or other's farm/garden/animals.	No I do not compost.	I would use a public compost facility if available.	
	# Respondents	98	26	51	64	
	% Respondents	55%	15%	29%	36%	
I divert my recyclable materials [check all that apply]:		I bring my recycling to a depot.	I use curbside collection of recyclables.	I do not have curbside recycling collection; I would use it if available.	I do not have curbside recycling collection; I would not use it if available.	
	# Respondents	146	38	62	7	
	% Respondents	82%	21%	35%	4%	
					No, I do not recycle.	
					3	
					2%	

Hazelton and Highway 37 North Service Area Solid Waste Survey Results

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Education programs have changed the way I manage my waste; I now separate my recycling from the rest of my garbage.	# Respondents	72	62	25	10	4
	% Respondents	40%	35%	14%	6%	2%
More items should be prohibited from the landfill (e.g. Styrofoam, textiles/fabric, furniture and mattresses) as recycling opportunities become available.	# Respondents	85	57	15	12	4
	% Respondents	48%	32%	8%	7%	2%
Current recycling options in my community are sufficient.	# Respondents	13	51	30	42	34
	% Respondents	7%	29%	17%	24%	19%
Recycling depots are convenient for drop-off of recyclable materials.	# Respondents	34	67	27	27	19
	% Respondents	19%	38%	15%	15%	11%
Recycling programs can be expensive, particularly in northern rural communities where haul distance leads to high transportation costs. A spending cap for recycling programs should be established.	# Respondents	26	60	41	29	17
	% Respondents	15%	34%	23%	16%	10%
Curbside collection of garbage should be provided for all residents (with a fee for service).	# Respondents	30	66	34	24	17
	% Respondents	17%	37%	19%	13%	10%
Curbside collection of recyclables should be provided for all residents (with a fee for service).	# Respondents	34	66	34	20	18
	% Respondents	19%	37%	19%	11%	10%
The new Solid Waste Management Plan should review the current cost recovery model for the Hazelton and Highway 37 North Service Area (service costs covered through taxes, user fees and community contributions).	# Respondents	35	67	52	11	4
	% Respondents	20%	38%	29%	6%	2%
Where curbside collection programs exist, residential curbside waste should be inspected before being collected to confirm that households are separating their recycling from garbage.	# Respondents	34	73	34	17	12
	% Respondents	19%	41%	19%	10%	7%
Garbage bins at businesses and institutions (i.e., clinics) should be inspected to confirm that the organization is separating their recyclables from garbage.	# Respondents	56	64	26	15	9
	% Respondents	31%	36%	15%	8%	5%
There should be increased enforcement to confirm waste is being segregated (e.g. impose fines or not accept mixed wastes).	# Respondents	32	72	31	22	14
	% Respondents	18%	40%	17%	12%	8%
The Regional District should hold round-up events for residents to safely recycle or dispose of household hazardous waste (i.e., solvents, pesticides, smoke alarms, fire extinguishers, etc.).	# Respondents	83	76	12	2	1
	% Respondents	47%	43%	7%	1%	1%
My local waste management facility is convenient and works well for me.	# Respondents	16	75	40	29	15
	% Respondents	9%	42%	22%	16%	8%
The Regional District is currently working with the Ministry of Transportation, Conservation Officer Service and First Nations to address illegal dumping through education and awareness, signage, and surveillance. This is a sufficient level of effort to address illegal dumping.	# Respondents	17	61	43	35	16
	% Respondents	10%	34%	24%	20%	9%
Newly constructed multi-family residences and businesses should be designed to provide a designated space for managing waste.	# Respondents	62	88	21	3	0
	% Respondents	35%	49%	12%	2%	0%
Policies that encourage deconstruction, rather than demolition, of buildings should be established to improve the recovery of reusable materials.	# Respondents	62	83	25	4	2
	% Respondents	35%	47%	14%	2%	1%
Single use items that are typically landfilled, such as plastic bags, Styrofoam take-out containers, straws and cups, are a leading source of pollution. The Regional District should explore options for reducing single use items.	# Respondents	89	64	14	5	2
	% Respondents	50%	36%	8%	3%	1%
As a strategy to reduce the amount of waste we produce, the Regional District should lobby the province to amend regulations (i.e., the Recycling Regulation) that will require manufacturers to rethink the type and quantity of packaging they use for their products.	# Respondents	101	55	8	6	1
	% Respondents	57%	31%	4%	3%	1%
Over one third of the food produced and distributed in Canada is never consumed. Strategies, such as participation in a national food waste reduction campaign, should be explored to reduce food waste.	# Respondents	85	66	16	2	3
	% Respondents	48%	37%	9%	1%	2%
Currently the RDKS accepts municipal-type solid waste from industry (i.e., mines, work camps) with a 25% surcharge. Limits should be established on the amount of waste that can be disposed by industry.	# Respondents	51	65	30	16	8
	% Respondents	29%	37%	17%	9%	4%

RDKS Response to Solid Waste Survey: WHAT WE HEARD

A huge thanks to the 900 citizens who completed the Regional District of Kitimat-Stikine (RDKS) Solid Waste Survey in March! Here's what we heard from you:

Recycling is too confusing

Yes, recycling can be confusing. Here are some answers to a few of the common questions we've heard:

- **WHO MANAGES AND PAYS FOR RECYCLING?** Recycling in BC is managed through Extended Producer Responsibility, under the BC Environmental Management Act, and is managed through various Product Stewardship programs. Product Stewardships programs are funded through eco-fees (such as electronics), deposits (such as beverage containers), and fees paid by producers & manufactures that sell goods in BC.
- **WHY DO I HAVE TO BRING MY NON-CURBSIDE RECYCLABLES TO SEVERAL DIFFERENT PLACES?** There are approximately 20 Stewardship Programs in BC managing different materials. All of these Stewardship Programs require supervised recycling drop-off, which is why there are no drop-off locations with 24-hour unsupervised access. Stewardships programs coordinate with private-sector businesses in each community to act as depots for recyclable items. That is why there are so many different businesses that collect items.
- **WHY DON'T MOST BUSINESSES AND HOSPITALS HAVE RECYLING?** RecycleBC is the Stewardship program that manages residential Printed Paper and Packaging (PPP) recycling through either curbside collection programs or depot services. Businesses and institutions do not receive these services from RecycleBC, as the provincial recycling regulation currently only requires RecycleBC to accept residential recycling. Because there are no free recycling options for business, our bylaws do not require them to divert recyclables from the waste stream. Businesses can voluntarily recycle, but they have to pay for it and bring it to the recycling depot themselves. The City of Terrace is currently the only location within the RDKS that receives coverage from RecycleBC for its curbside collection program. The rest of the Regional District does not get curbside recycling coverage. However, Do-Your-Part Recycling, the Hazelton Bottle Depot, KUTE depot in Kitimat and the Stewart Transfer Station are all RecycleBC depots that will accept self-hauled residential recycling.
- **WHERE DOES MY PLASTIC GO?** Your plastic is not shipped overseas. All plastic collected through RecycleBC is recycled at Merlin Plastics in Vancouver.

Put a stop to illegal dumping!

People throwing their garbage in our beautiful backcountry is something that infuriates all of us. We're working with regional and provincial partners to identify strategies to control illegal dumping, which may include a combination of increased enforcement, use of fines, publicizing when offenders are identified, education campaigns, neighborhood watch programs, restricting access to popular dumping sites and clean-up of sites, and increased Transfer Station/Landfill convenience.

Transfer Station / Landfill facilities need better hours

We want your facilities to be convenient for you. That being said, what works for one person may not work for another. User convenience must be balanced with operational costs. For example, opening the Thornhill Transfer Station by one more hour per week would cost an additional \$20,000 per year to our taxpayers. Over the next year, we'll be looking ways to make facilities more convenient for our users while trying to keep taxpayers' costs down. We'll come back to you for feedback on a few options in 2020.

We need less packaging and disposable items

Like it or not, we all generate a lot of waste. Even the most conscious consumer may buy over-packaged items because there are often no alternatives. Through our Solid Waste Management Plan, we will be looking at ways to reduce the amount of product packaging and single-use disposable items that we generate. Strategies may include lobbying the provincial government to require manufactures to rethink the type and quantity of packaging they use, mandate adoption of "green" procurement guidelines and looking at ways to limit distribution of certain single use items, such as plastic bags.

We need ways recover reusable items

One person's waste is another's treasure. Reusing items is a great way to keep things out of the landfill and promote a circular economy. However, provincial regulations prohibit salvaging at our landfill facilities. Through our Solid Waste Plan, we will be looking at ways to help our communities recover reusable items, such as promoting or incentivizing private or non-profit organizations to operate reuse facilities (i.e., Re-Use-It or Re-Build-It Center) or hosting reuse events, such as a "Junk in the Trunk" event.

Why are there so many changes to waste management lately?

The global waste management industry is evolving. Many countries and jurisdictions are now banning single use items, trying to reduce their waste generation and moving toward a more circular economy. Over the past few years, the Regional District has worked hard to upgrade and update our facilities and programs to meet provincial regulatory requirements, align with current waste management industry practices and ensure that our facilities are protective of the environment. We now have the same waste management system that Vancouver and Victoria put into place over 20 years ago. In our region, it has all happened quite quickly, and we expected a few "growing pains." We are now developing a new Solid Waste Management Plan to hear from our citizens how we can improve the new programs to make them work well for you.

We'll be taking your initial feedback provided in the survey and developing options to address your concerns. We'll put those options together within our new Solid Waste Management Plan and ask for your input again in about a year. Your input will help guide our regional waste management strategies for the next decade. If you have any questions, please call the RDKS Environmental Services Coordinator at 250.615.6100 or visit our website at www.rdks.bc.ca/solidwasteplan.