

LILLOOET LANDFILL & RECYCLING CENTRE ENGAGEMENT WHAT WE HEARD REPORT



Love this place.
Reduce your waste.



SQUAMISH - LILLOOET
REGIONAL DISTRICT

BACKGROUND

The Lillooet Landfill & Recycling Centre is owned and managed by the SLRD and operated by a third-party contractor. The Lillooet Landfill & Recycling Centre serves residents and businesses of:

- SLRD Electoral Areas A and B;
- the District of Lillooet; and
- surrounding First Nations Communities

A recent procurement process for the operations, maintenance and management of the Lillooet Landfill was cancelled due to all submissions exceeding the current operating budget. The procurement process identified the need to increase the maximum annual requisition of the service establishment bylaw to ensure continued service.

The historical, current and projected operational costs of the Lillooet Landfill & Recycling Centre remain relatively low compared to other landfills across the province. The exact cost increase will depend on several factors, such as additional services, the projected costs for a new contract for the operation and maintenance of the landfill, additional provincial and/or federal requirements and the revenue generated by tipping fees.

A comprehensive understanding of the community's present and future needs will help SLRD staff and Board amend the service establishment bylaw to operate the landfill in a way that meets community needs.

ENGAGEMENT OBJECTIVES

This engagement process informed the community of the costs of the existing service and explored the cost per household for additional services, enabling users to make informed decisions based on estimated costs and the potential impact on taxation

During the engagement process information was collected from residents of the Service Area (Electoral Area A, Electoral Area B and District of Lillooet) to identify priority services as well as current and future solid waste management needs. The survey included questions to help identify satisfaction levels, types of services currently utilized, to use and expanded service considerations were asked.

ENGAGEMENT OVERVIEW

Online:

The Get Involved SLRD webpage served as a platform for resident engagement, offering a wide array of interactive tools for residents to share their feedback.

The project page outlined the ongoing service agreement allocation process and provided insights into future projected costs.

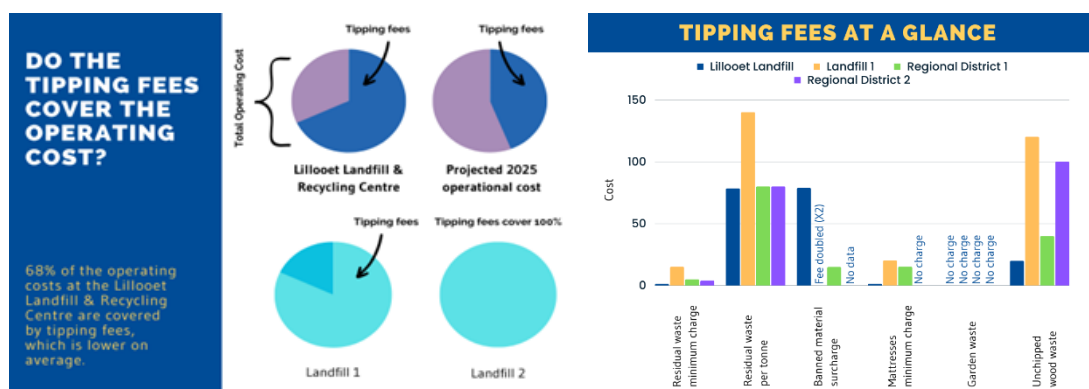
Access to the engagement tools on the webpage required user registration.

The tools and widgets used on the Get Involved webpage:

Tools	Widgets
Survey	Project timeline
Ask us a question	Important links: Lillooet Landfill & Recycling Centre webpage, Lillooet Landfill fees and Charges Bylaw, Organic Matter Recycling Regulation and the Landfill Criteria for Municipal Solid Waste
Comments	Key dates: See timeline table below
	Photos (Graphics): Sample below
	Who's Listening
	Resources: 2022 Waste Composition Study



Image of Get Involved webpage



Sample of the images included on the Get Involved SLRD webpage

In-person:

Information packages, including printed surveys, were available at multiple location, including the SLRD office on Aster Street in Pemberton, at the District of Lillooet office and the Lillooet Public Library.

During the Community Pop-Up events on September 1 and 22, SLRD staff set up the branded tents, tables, and visual aids at the Lillooet Farmers Markets and the Lillooet Landfill. The information packages were readily available for residents to peruse, and they had the option to complete the survey on the spot using the provided tablet. Alternatively, a printed copy of the survey was offered to those who preferred a non-digital approach. To accommodate residents' preferences, staff provided engagement reminder cards with QR codes, enabling them to participate in the comfort of their homes.

While SLRD staff made efforts to tally interaction during the Community Pop-Ups using a digital counter on a mobile device, the volume of interactions made it challenging to maintain an accurate count. However, it is estimated that there were at least 40 interactions per Community Pop-Up day.

The Lillooet Public Library offers technological assistance to visiting patrons and agreed to help residents navigate the Get Involved SLRD webpage upon request. This valuable assistance was communicated by the SLRD.

The August 18 Lillooet Community Pop-Ups were cancelled due to Environmental Services Staff actively supporting the Emergency Operation Centre.

The August 20, September 3 and September 24 Gold Bridge Community Pop-Ups were cancelled due to the ongoing Downtown Lake wildfire.

Analysis considerations

The data collected inadequately represents Area A residents, primarily because of the wildfire and ongoing recovery efforts left residents unable to engage and in-person engagement sessions had to be canceled.

Social media was not used as much as initially intended due to the Emergency Operation Centre needed to prioritize the social media feed for disseminating essential emergency information.

Feedback was received that participation might have been more substantial if there had not been a registration requirement. Furthermore, respondents found the survey to be overly complex, lengthy, and laden with technical jargon.

Project Timeline

DESCRIPTION	KEY DATES
Procurement process for the operations, maintenance and management of the Lillooet Landfill & Recycling Centre	April 2023
Procurement process cancelled due to all submissions exceeding the current operating budget.	June 2023
Engagement Request for Decision to the Board	June 2023
Service Level Public Engagement period	August-October2023

Report Engagement findings to the Board	October 2023
Service Establishment Bylaw Amendment	November 2023
Procurement process for the operations, maintenance and management of the Lillooet Landfill & Recycling Centre	Spring/Summer 2024

Engagement Timeline

DESCRIPTION	KEY DATES
Bang the Table & Survey Launch	Week of July 31
*In-Person Dates	Community Pop-Up at the Lillooet Farmers Market August 18 from 8:30 am – 1 pm - Cancelled Community Pop-Up at the Lillooet Landfill & Recycling Centre August 18 from 11 am – 4:00 pm - Cancelled Community Pop-Up at the Gold Bridge Transfer Station August 20 from 10 am – 4:00 pm – Rescheduled - Cancelled Community Pop-Up at the Lillooet Farmers Market September 1 from 8:30 am – 1 pm Community Pop-Up at the Lillooet Landfill & Recycling Centre September 1 from 11 am – 4:00 pm Community Pop-Up at the Gold Bridge Transfer Station September 3 from 10 am – 4:00 pm – Cancelled Community Pop-Up at the Lillooet Farmers Market September 22 from 8:30 am – 1 pm Community Pop-Up at the Lillooet Landfill & Recycling Centre September 22 from 11 am – 4:00 pm Community Pop-Up at the Gold Bridge Transfer Station September 24 from 10 am – 4:00 pm - Cancelled *Subject to change due to wildfire situation. A virtual option will be available if in-person is not feasible.
Closed	October 2, 2023 at 5pm

PROMOTION

The various methods used to promote the Get Involved webpage and survey:

TYPE	DESCRIPTION	DATE
Lillooet News	Notice of engagement with QR code. Half page coloured advertisement.	Published on August 16 and August 30, 2023.
Mountain Telegraph	Notice of engagement with QR code. Half page coloured advertisement.	Published in the September/October issue
Community Flyers	Locations: Buy Low, The HUB, District of Lillooet office, Country Store, Recreation Centre, Lillooet Public Library and Abundance bakery	Duration of the engagement.
SLRD Newsletter	Notice of engagement. Newsletter is sent to subscribers.	Published in the July and October issues.
SLRD website notice	Notice of engagement.	Issued on August 31, 2023.
Lillooet Landfill & Recycling Centre webpage	Image in the aside column with link to the Get Involved page.	Duration of the engagement.
Facebook – SLRD page	Advertising the Get Involved page, survey and Community Pop-Up. * Social media exposure was limited due to the wildfire situation taking precedence.	August 14, August 17, September 19 and September 27.
Facebook – Paid boost	Post promoting the engagement and survey was boosted through paid advertisement on Facebook.	September 21 to October 1
Information packages (link)	Information packages with comment cards and physical surveys were available at the SLRD office (Pemberton), The District of Lillooet office and the Lillooet Public Library.	Information packages (link)
Signage	Sandwich board with QR code at the Lillooet Landfill & Recycle Centre.	Signage

RESULTS

Get Involved webpage traffic and trends

AWARE VISITORS	INFORMED VISITORS	ENGAGED VISITORS	NEW REGISTRANTS	MAX VISITORS PER DAY	TOTAL VISITORS
359	249	98	88	50	483

- Aware visitors are characterized as website user who exclusively viewed a single page.
- Informed visitors are individuals who have shown a deeper level of engagement by either visiting multiple pages or a single page along with a tool or an image
- Engaged visitors are those who have actively participated by completing the survey or submitting a question or comment.
- New registrants are users that were new to the Get Involved website and registered to engage with the page.

Tool contributions

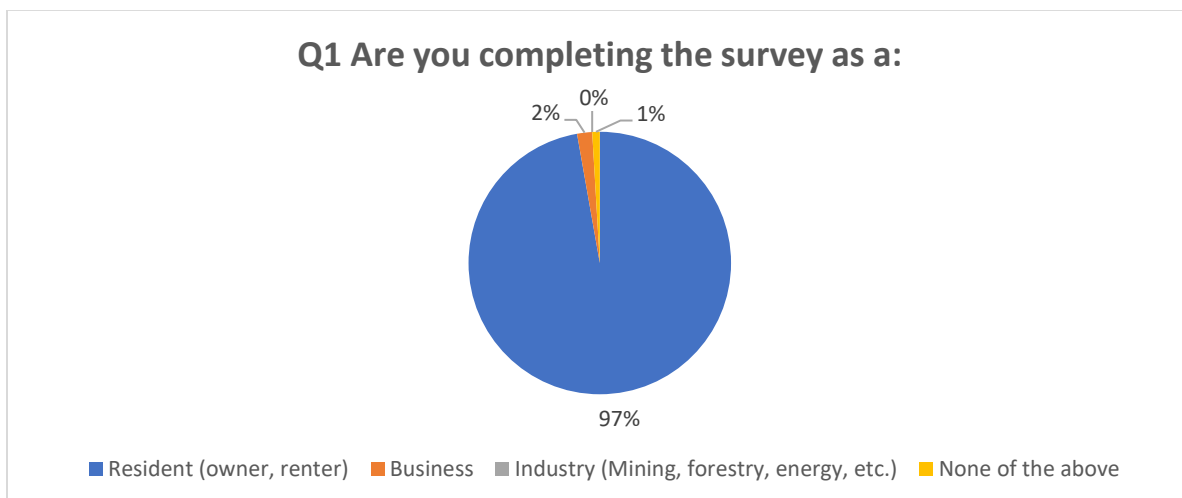
COMMENTS SUBMITTED	QUESTIONS SUBMITTED	SURVEYS	PHYSICAL SURVEYS	TOTAL COMPLETED SURVEYS	PHYSICAL COMMENT CARDS
4	0 (2 comments were answered)	96	12	108	3 *Added to Q19 results

Social Media

COMMENTS MADE ON PAID AD	SHARES ON PAID AD	COMMENTS ON TIMELINE POSTS	SHARES ON TIMELINE POSTS
19	15	0	5

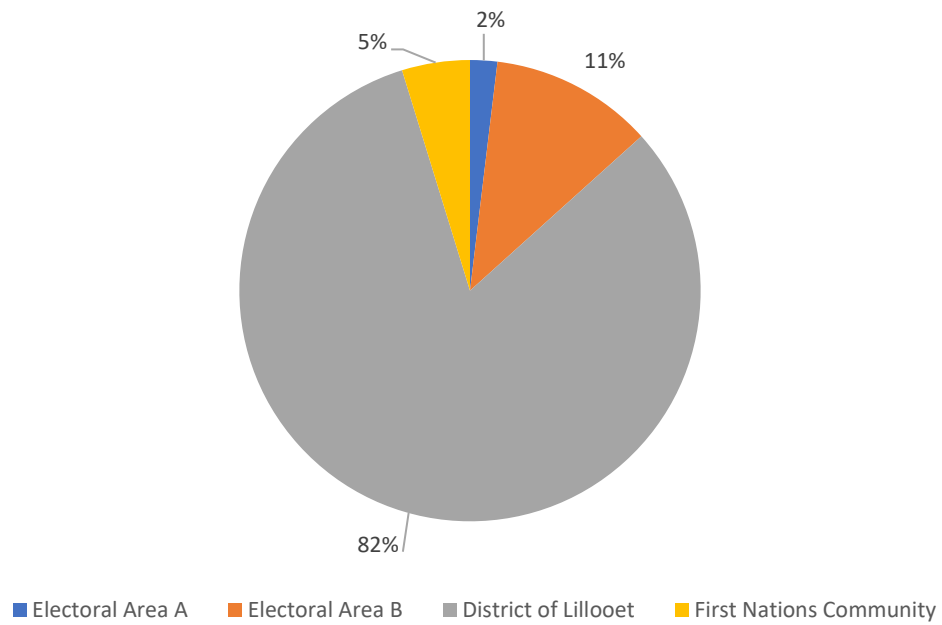
A significant portion of the comments on the social media pertained to concerns about the condition of the Lillooet Landfill & Recycling Centre access road and the dependability of the recycling system.

Survey results

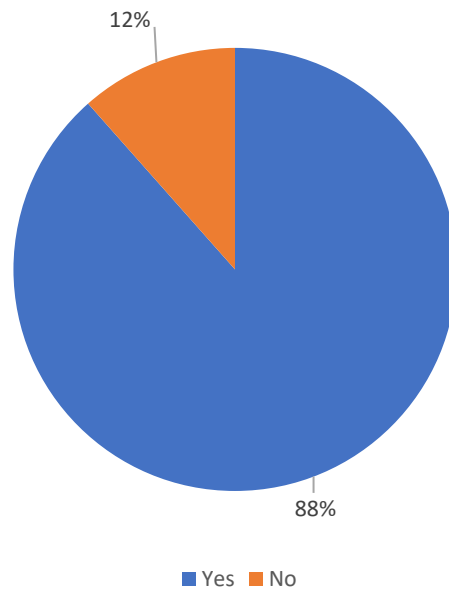


Resident responses:

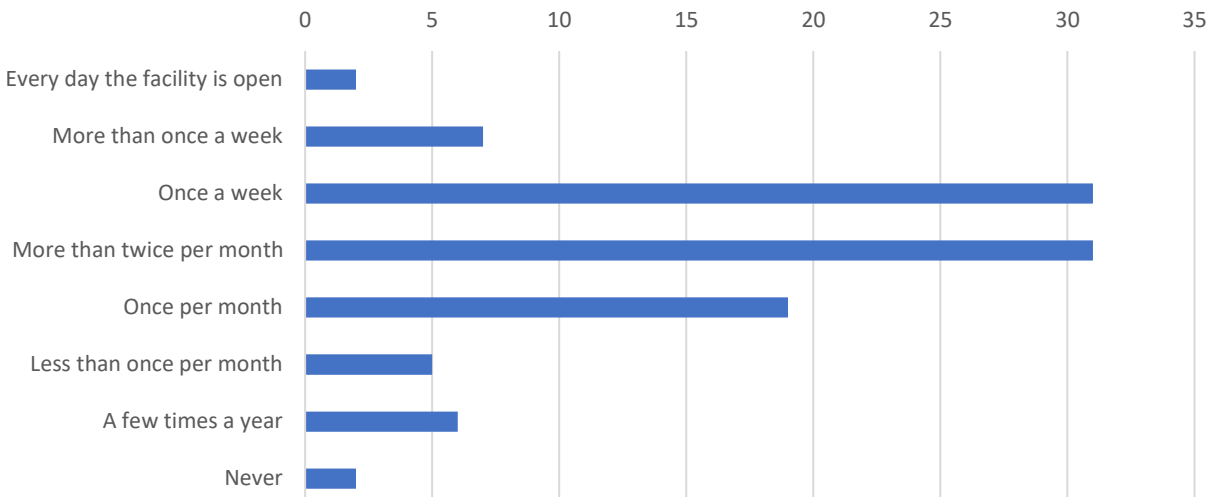
Q3 Where in the area do you live or own a property?



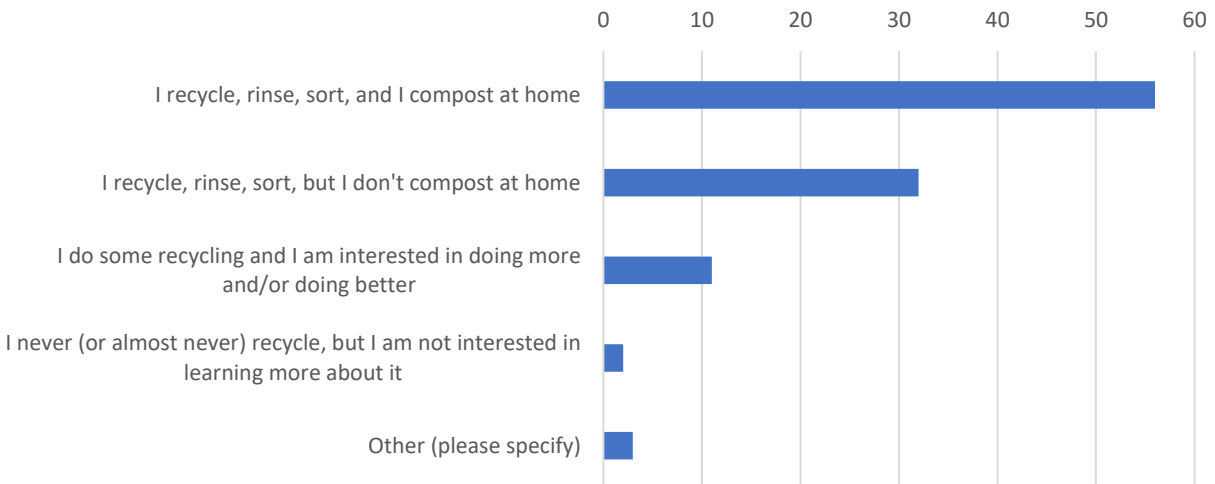
Q6 Do you have curbside garbage collection?



Q9 How often do you use the Lillooet Landfill and Recycling Centre?



Q11 Which of the following best describes your recycling practices?



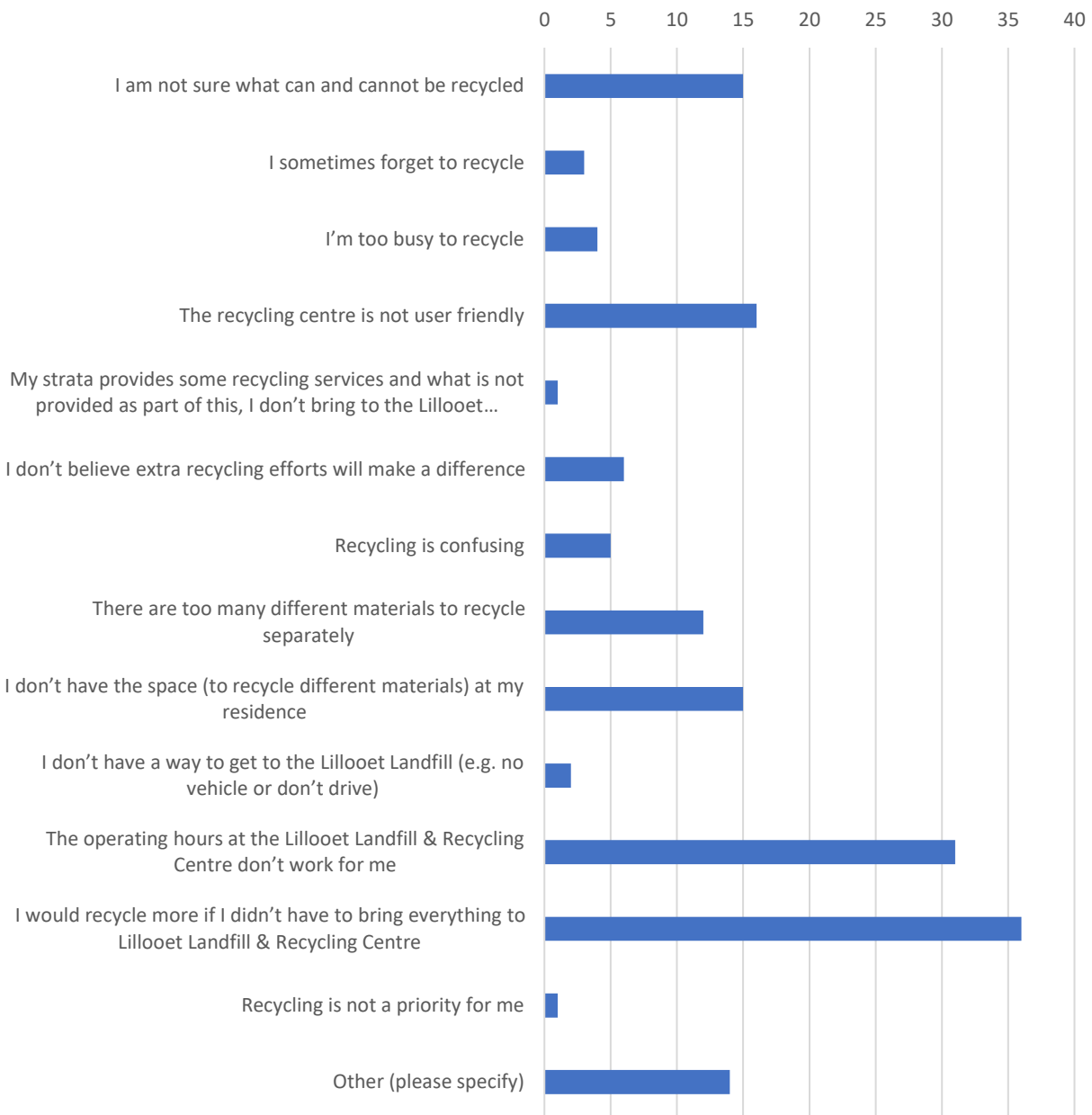
Other Responses

do some recycling , not interested in learning more

I used to recycle. I am appalled there isn't curbside pick up nor convenient drop off points like many communities our size

I used to recycle but don't have time anymore so it usually just goes in the garbage unfortunately.

Q12 Which if any, of the following reasons keep you from recycling more at Lillooet Landfill and Recycling Centre?

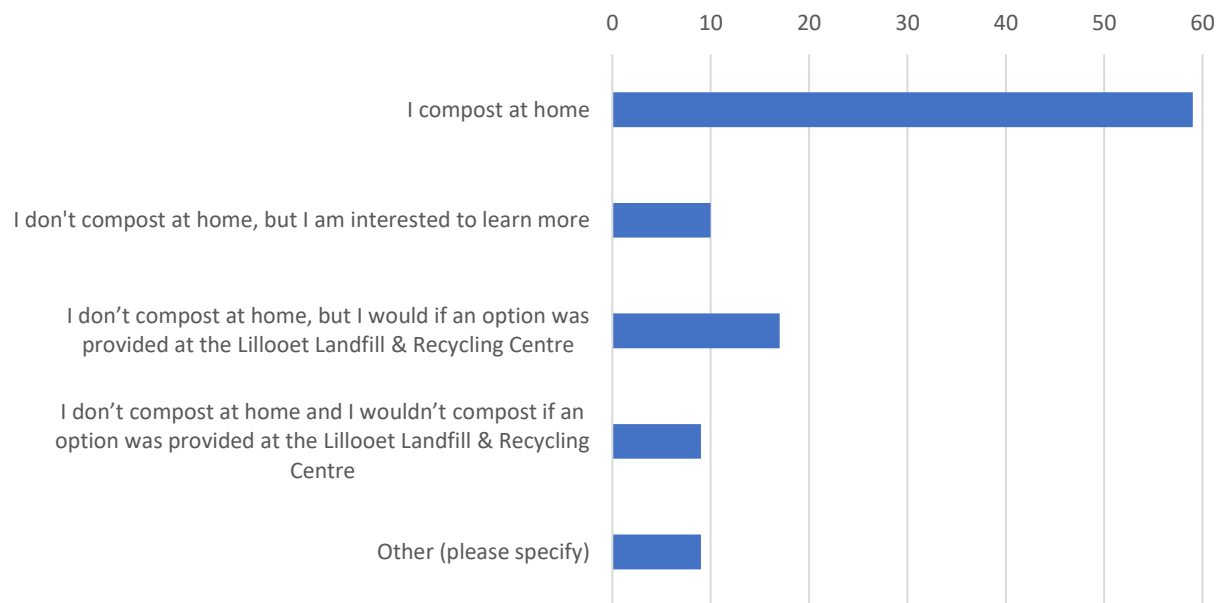


Other Responses

I bring up my recycling every two weeks. To store it is a pain. There is no curbside pick up for recycling but there should be. I produce more recycling than garbage and yet you can have two big garbage Cans that are picked up weekly. I put my garbage out every other week because I don't produce that much. So why can't we have garbage one week recycle the next alternating? This would encourage people to recycle more

I used to be able to put unwanted items in the Freestore, now some of those items wind up in the landfill if the thrift store isn't taking donations.
None of these is appropriate for me. I recycle and take garden waste to the landfill. I even bring my recyclables from another community where I work. I just don't compost which I should do.
If you want us to recycle why do not have proper bins?
the road into the site needs better maintenance! Need a wheel alignment every time one goes into site/or new tires!
I recycle everything that I can.
Why am I burdened with the cost of being responsible for not only sorting doing the cleaning and sorting but also transporting it the single site? Those who don't recycle should bear some of my projected cost.
I do recycle
I have researched recycling in Canada and it is green washing. I know very little gets recycled. I do it mostly to have less garbage for curbside pick up.
Rules at this landfill don't make sense and scale staff are unnecessarily rude.
I'm very concerned that all my efforts to rinse, sort and recycle are for naught because I've heard that most recycling ends up in the landfill anyway. Or is shipped to other countries and dumped there. Very concerned 😞
we who ARE the SLRD, whose taxes pay the landfill staff [and the SLRD staff for that matter} and in the case of Indigenous users "gave" the land- are treated like criminals, and if we take something we need, which is going to be bundled up and destroyed, we are accused of stealing. This is our stuff; what my neighbour doesn't need, and i do, should be available, not prohibited. We should come first, before whoever buys the scrap. . if you think i will sue you for hurting myself picking up an empty plastic pail, then i think you should be buying better insurance. We the people are forced to pay inflated prices, for stuff we can't even buy in Lillooet, when we could just share what we paid for, no longer need, and try to recycle. The concept of recycling needs to be rethought to include being able to share each other's recycling.
landfill charges too much for tires and appliances
we have a burn site for wood

Q13 With regards to composting, which best describes you?



Other Responses

Would LOVE to see weekly green waste and food scrap pickup along side trash pickup

I compost at home a bit but do not have the capacity to compost all of my compostable materials (ie., space and time it takes to compost)

I would bring my compost more if there was curb side pickup.

take compostables to friends little farm, he composts

I sort for composting. I sometimes compost at home. I object to the cost burden of transport to the lone site.

I don't compost because of the wildlife

I have a kitchen Lomi to compost. I would like to compost more but we can't because of the bears and rodents.

I need to clean out my old composting bins

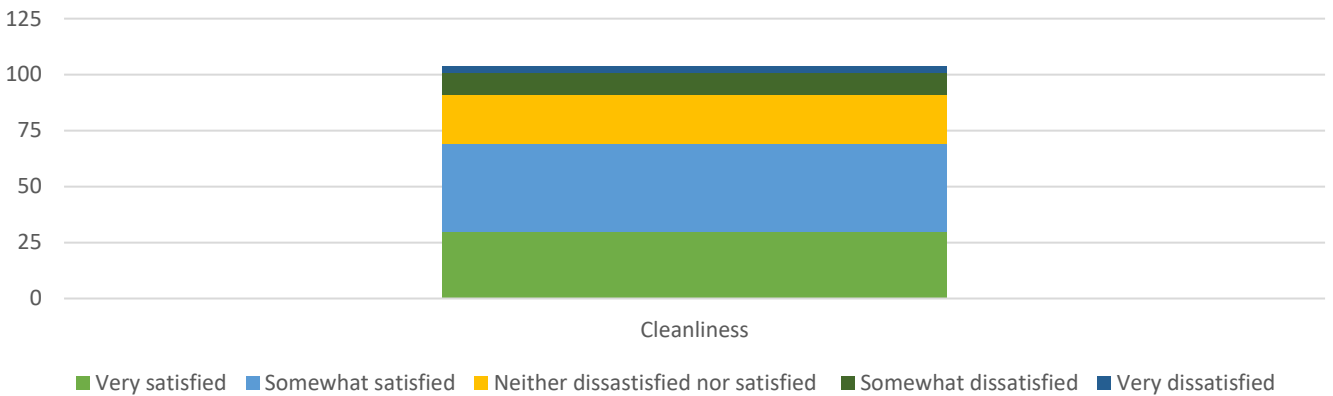
We compost very little because it attracts rats

I compost at home but I would take it the landfill if there was a food scrap program

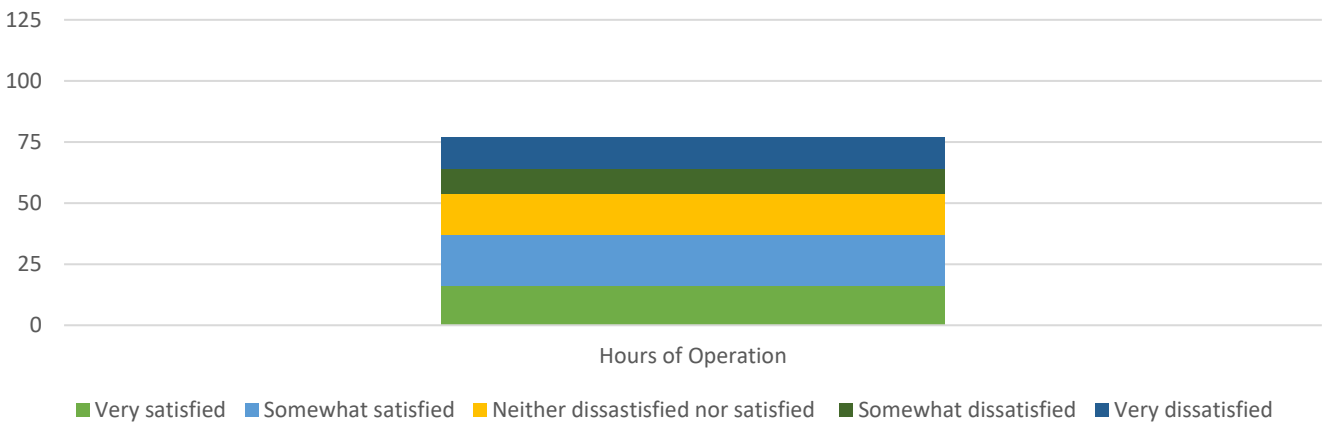
Q14 How would you rate the following experiences at the Lillooet Landfill and Recycling Centre?



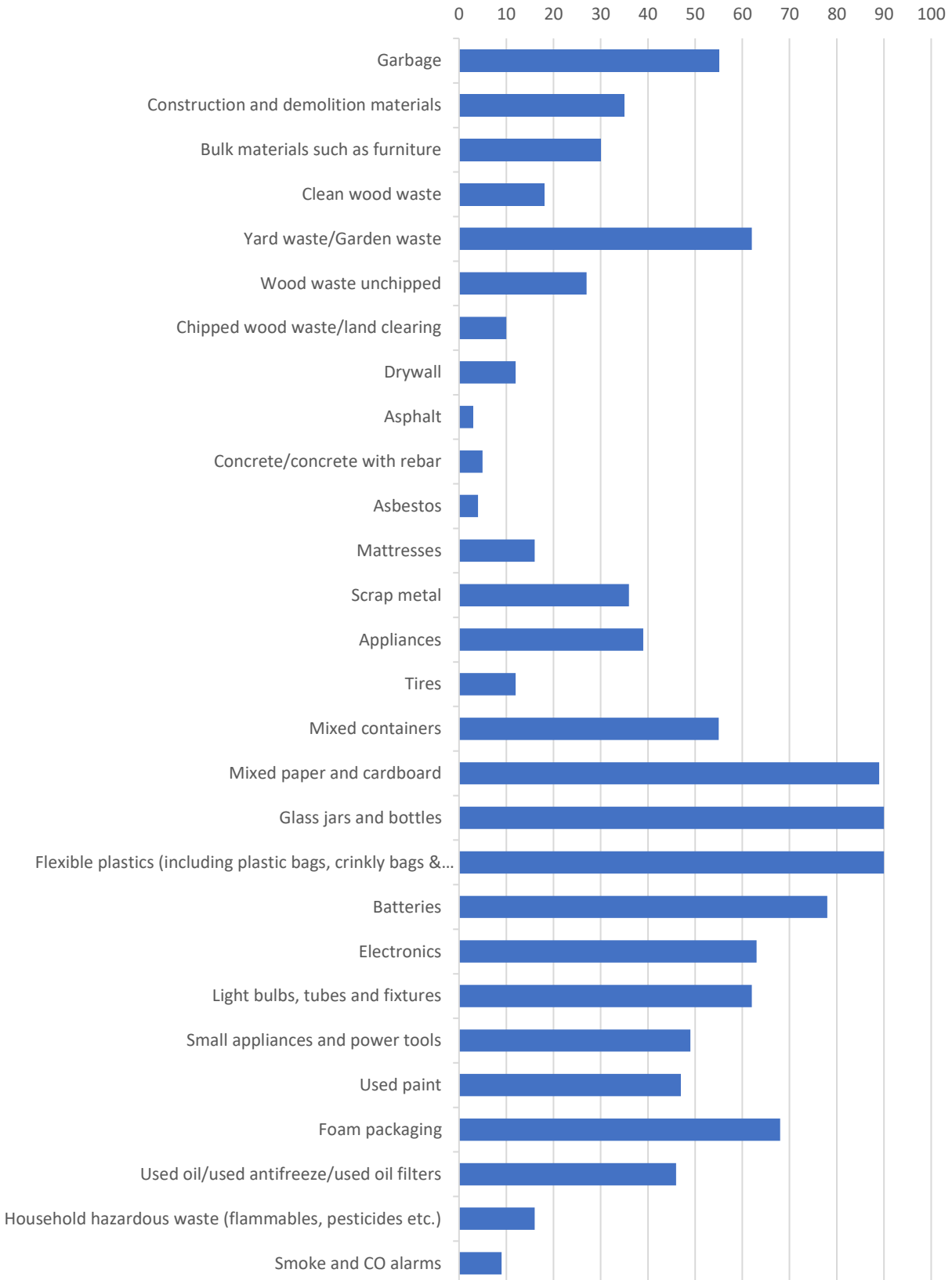
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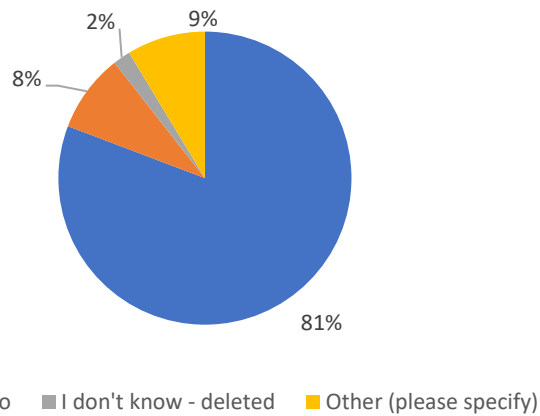
Q14 How would you rate the following experiences at the Lillooet Landfill and Recycling Centre?



Q15 What residential/household materials do you take to the Lillooet Landfill and Recycling Centre?



Q16 Are you satisfied with the materials that are accepted at the Lillooet Landfill and Recycling Centre?



Other Responses

Unsure

I see a lot of redeemable drink containers in the 3 container areas. It's a shame that this revenue stream couldn't be routed to local charities benefiting all residents.

Not sure what is accepted beyond the basics.

I don't know

Would be great if other plastic's that are actually recyclable due to their material makeup were accepted, not just packaging. Ex. "rubbermaid" tubs.

somewhat

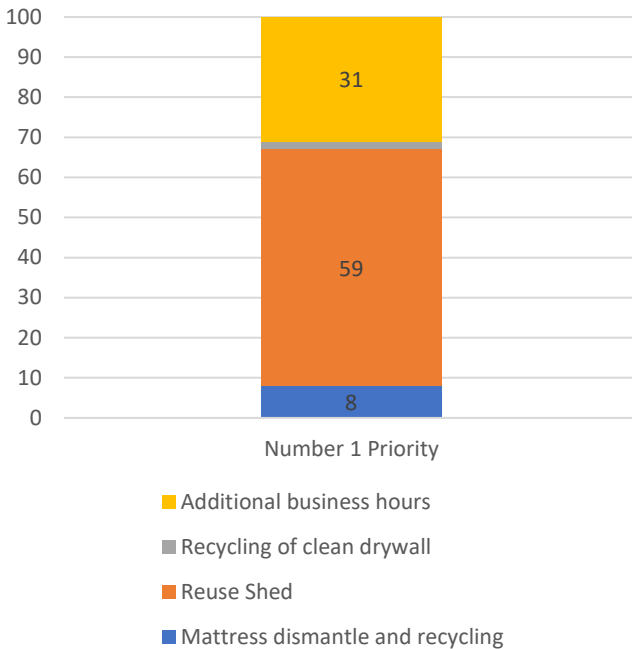
I don't work in construction so I really have no idea what would be helpful.

Again, again, again...where is a central drop off???where is curbside???

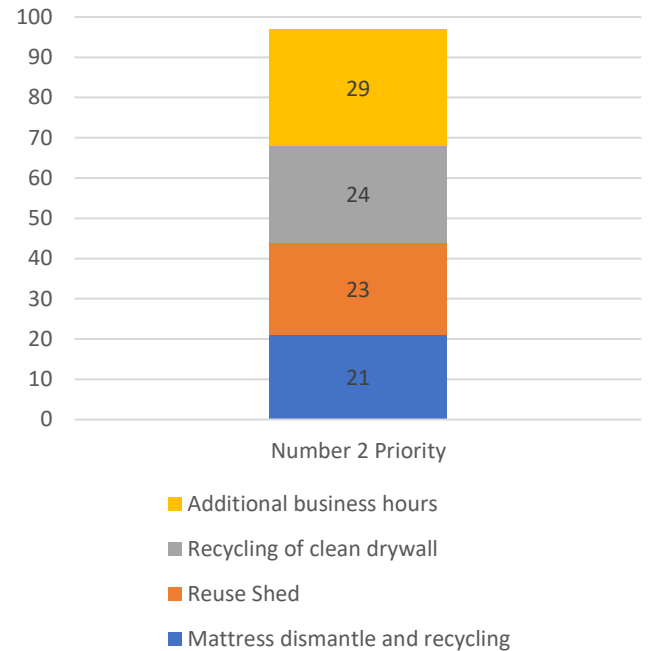
there are things i don't know what to do with i think in the recycling area there should be a bin for things we couldn't figure out where they go or are they 'forbidden'?

Q17 Are there any materials you would like to see accepted at the Lillooet Landfill and Recycling Centre?
No accepts anything I have to dispose of
Drywall it's ridiculous where are we suppose to dispose of it. Without all of the headaches.
Compost
All
See above
See answer to #16
Compost food waste
new and used. clothing
Don't know what is or is not accepted
Bubblewrap
bubble wrap I'm never sure what to do with crinkly foil wrappers or chip bags
Nothing comes to mind.
See above
That is your call.
Mini propane tanks
Free tires and scrap steel need to be accepted as we pay a eco fee on tires to be dumped
Composting food scraps
Used goods that others can still use. Bring back the free store.
Tetrapacks. All plastics.
A place to dump septic
Materials and things that can still be useful to others e.g. half-full paints, furniture, tools
cotton and clothing

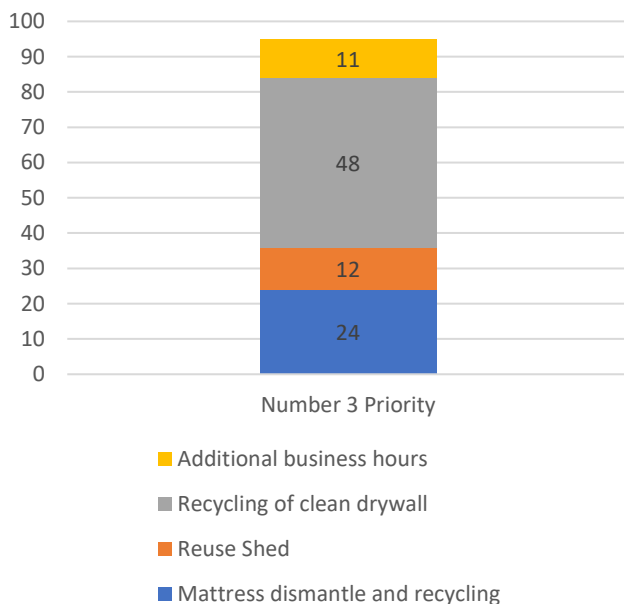
Q18 What additional services would you like the Lillooet Landfill and Recycling Centre to provide?



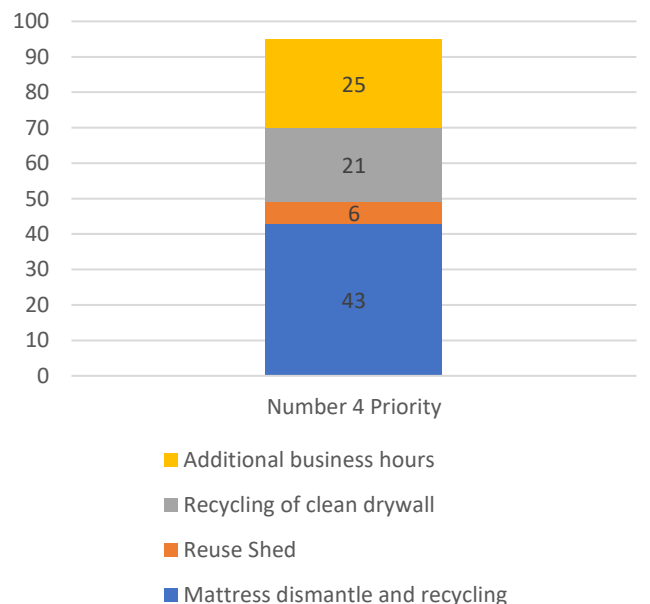
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Q19 Additional Comments
I would love to see the landfill and recycling opened earlier. And as much as I would love to see the reuse store come back I do understand that it was a royal pain for the people looking after it. Plus I don't think any of it would be worth the extra cost.
Recycling pick up would be greatly appreciated. Of the options in question 18, only the increase in hours is valuable to me. The rest I would select as not a priority if I could
Reuse shed only brings people up 10X a day to see what they can take and resell. It attracts homeless people as well - for resale ! It is also another place to drop stuff and not have to pay.
Evening hours for those who work business hours open until 6 or 7pm OR open all weekend Sat and Sun - open early at 8 am before it get to hot in the summer to be put in the yard
A staffed reuse shed is a high priority for me. I have thrown so many reusable items into the landfill because people don't always want to travel for free items and find they are gone.
I don't think the landfill needs to accept any more materials or increase hours of operation. I found the services offered good and should satisfy the vast majority of households in the area
Just make it user friendly. Reuse store would be great.
It would be nice if the posted hours at the dump reflected the full time it is open.. Most people with full time jobs can only go there on a Sunday but it isn't actually open until 4pm, so maybe the hours should say that. I know employees need time to shut things down so perhaps closing the gate at 4pm and paying them another 15-30 minutes to finish up would work, or change the closing time to 3:30/3:45. If you post 4pm, to me that means I have until 4pm to finish up, not 3:45. I have had a couple lectures at the weigh station about getting there within 15 minutes of closing, even though I finished and left before 4pm.
Do not increase our taxes, stop over paying the Contractor we as business owners and home owners pay enough!
I don't understand what a reuse shed is and none of the above services are important to me. Composting services would be more important.
Disappointed we aren't served by a full curb side recycling service!! Even apts don't have recycling bins. Sad.
If the green waste could be handled outside the gate that might make both jobs easier
I would love curbside pickup of cardboard and plastic...willing to pay for it to happen.
There needs to be 2 scales, one when entering the landfill, one when leaving. Better traffic flow. The road to the dump is a disgrace and needs to be paved.
each of us driving our vehicles to recycling depot seems ludicrous. curb side recycling seems to make far more sense
for citizens on fixed income/or do not have a vehicle to run the road to depot, a nice drop off area would be nice.
I feel that charging extra for old creosote ties or other toxic materials and then dumping them in the same pit as household garbage is a total sham.
Need hours 9 to 5 for residents and commercial. Paving of road or consistent grading would be great.
I would recycle if there was curbside pickup. Low tech solution have a cardboard bin accessible in Lillooet for cardboard boxes
I have heard that the SLRD wants to continue to contract out this work. I would rather the SLRD do this directly through them and employ people to do this. This reduces the amount of privatization and

passes on savings to citizens through not having to pay for a private company's profit margins. It also ensures that workers at the landfill are unionized and have good wages.
Landfill could be open 1 fewer days out of the week. Would be nice for the county store and landfill to be open at the same time on the weekend so you don't have to take two separate trips for refundables and other recycling.
Additional hours would not be needed if the existing hours could be shifted to accommodate more work schedules (e.g., one week day open earlier in morning and another open later in the evening). I would not be interested in paying more money for any additional services or communications. Also, some of the questions on this survey did not include a "none of the above" option. I would have selected that for the desired additional services and for extra communications. Please take that into consideration when analyzing survey responses -- people may not want any of those options but could not submit with a blank answer.
I think we need curbside recycling pickup. Too many people in Lillooet are not able or not motivated enough to sort and bring their recyclables to the center. I would be willing to pay slightly more taxes to facilitate this.
it would be nice if you added organic waste, we compost as much as we can for our garden but we do take a reasonable amount and throw it in the garbage as you don't have a place for it in Lillooet.
Why doesn't our refuse pick up system have mechanical assist for the operator like many other communities our size?
Longer hours on weekdays. Curbside pick up would be fantastic. Our family of seven always has way more recycling than garbage each week, but I don't drive and my partner works until 530 on weekdays.
Too picky on requirement to separate materials attendant looking for the smallest reason to up the cost of the load
The dump should be free. Why do you think you see so much garbage in the bush. Yard waste. Look at Lac la Hache. Beautiful, easy and free Dump is not user friendly. We don't need additional days. Maybe bit longer hours.
I would be happy to pay for curbside recycling versus any of the above options.
I'd like to know what percentage of recyclables actually get recycled
I would like to be able to bring up a truck load of mixed items. Or even just leaves and a couple twigs without being yelled at. I won't make a separate trip for 2 twigs. These rules are making our rural areas and back roads fill up with illegal dumping because people can't either afford to bring their items to a recycling or there are so many rules to follow. I pay to bring metal up there, they the landfill gets paid for the scrap metal I bring to them.
Well to say the least my experiences at the Lillooet landfill have been very unpleasant. It's a chore going there as first off they turn you around at 3:30 when they close at 4. It's a battle with rudeness at the scale with the constant you can't have mixed loads of steel and house waste as it takes too much time I don't have time to run up to the dump 5 times with my waste! Scrap steel I get overcharged by weight it should be free like many other landfills do like they make money off it. And also tires should be free not 20 bucks I pay eco fees to cover that, I see garbage being dumped all over the backcountry now and I partly blame the hassle at this landfill. Also the yard waste needs to be better dealt with as one should not have to separate grass clipping and leaves and sticks and on top charge for it. But I have to say the recycling center is good and I use that but the garbage disposal is nothing I have

ever seen in other towns
I would really like it to not be a miserable experience everytime I visit
I would like to see an additional recycling area at mall like many cities have. Many people do not have vehicle access. Small town vehicles are not always necessary. Or better yet curbside recycling.
I believe a Share Shack is urgently needed.
Need household recycling pickup.
The reuse it shed kept a lot of useable materials out of the landfill. With volunteers to help out I think it would be great to have it back.
I am 100% satisfied with the facility, services and items accepted. I have no comments on how to make it better. It works for us, every time!
The hours don't work for many people.. I'd love to see a group of volunteers form that could work a ReUselt Center and also help people at the recycling depot as I've seen in other communities such as Denman island and Galiano island and Whistler
Would like the trade area back. Maybe closer to building so people dont dump trash?
The "additional day per week" should 100% be SATURDAY and NO OTHER day. It is the *only* issue I have with the Lillooet Landfill, weekdays and the ridiculous weekday hours are unsatisfactory. Most people work during the Landfill business hours and have more free time on Saturdays, the natural day for home and yard cleaning.
Every community including Indigenous needs to have their own place to dump septic and Grey water. Get rid of the limits in rural area. Costing all taxpayers more money to haul it away
I don't think we need an additional day, i think drop Monday and replace it with Saturday the weekend is when most people have time for this work
Instead of adding a business day, swap out say a Wednesday for saturday
The Reuse it shed was well used and I think it would be worth the tax increase
My concern is if the taxes are raised then people will start dumping in the bush. I lieve on highway 12 and there is a huge illegal dump down from us at 9 mile . Out of country owned. Boatds, trailers, appliances, building materials, etc. It's bad now and it will only get worst.
Recycle - curbside pick up or a recycle depot within town so those who don't drive can have access. Free dump day for large items to stop dumping of these items in the wilderness.
nails in tires happens often
please OK lease for Basil Deverril to irrigate and grow alfalfa
maybe mattresses. Stumps from trees. Boads with nails. Very rarely use curbside service. First Nation bands should also pay into the tax requisition for the landfill. Not only tipping fees.
Addressed to the DOL: I resent paying for large weekly garbage pickups. I produce only 1 can a month. We need a user pay appraoch to stimulate recycling and composting. Need to have downtown recycling drop off option. I'm ok to pay for better services at centre as long as user pay policies will be implemented to foster better behaviour
1. Definitely a way and measn to redistribute goods and materials that are still useful. 2. A more central location for people without vehicles.
seperation of plastic from pick up garbage to keep plastics out of landfill Bylaw. Speration of recyclables paper and carboard at pick up garbage.

Business responses:

Q1 Where is your business located?

- District of Lillooet (2)

Q2 Which of the following options describes your business or industry best?

- Communication (1)
- Retail (1)

Q3 How do you currently receive information about solid waste management services at the Lillooet and Recycling Centre?

- Newspaper advertisement (1)
- District of Lillooet website (1)
- At the Lillooet Landfill & Recycling Centre (2)

Q4 Would you like to see more information shared publicly about any of the following solid waste management matters?

- What's accepted at the Lillooet Landfill & Recycling Centre (2)

Q5 Do you have onsite garbage collection?

- Yes (1)
- No (1)

Q6 How often do you use the Lillooet Landfill and Recycling Centre?

- More than twice a month (1)
- More than once a week (1)

Q8 What recyclable materials do you produce the most?

- Carboard (2)
- Mixed paper (2)
- Plastic containers (2)
- Plastic film (1)

Q9 Which of the following best describes your organization's recycling practices?

- We do some recycling and we are interested in doing more
- Other: We're the best

Q10 Which if any, of the following reasons keep you from recycling more at Lillooet Landfill?

- We are too busy to recycle (1)
- The operating hours at the Lillooet Landfill & Recycling Centre do not work for us (1)

Q11 If the Lillooet Landfill and Recycling Centre had an organics composting program would your business participate?

- Yes (1)
- No (1)

Q12 How would you rate the following experiences at the Lillooet Landfill and Recycling Centre?

Customer Service:

- Somewhat dissatisfied (1)
- Very satisfied (1)

Cleanliness:

- Somewhat dissatisfied (1)
- Very satisfied (1)

Hours of operation:

- Somewhat dissatisfied (1)
- Very satisfied (1)

Q13 What materials do you take to the Lillooet Landfill and Recycling Centre?

- Construction and demolition material (1)
- Bulk materials such as furniture (1)
- Glass jars and bottles (2)
- Flexible plastics (2)
- Foam packaging (2)
- Appliances (1)
- Yard waste/garden waste (1)
- Mixed containers (1)
- Mixed paper and cardboard (1)
- Batteries (1)
- Electronics (1)
- Light bulbs, tubes and fixtures (1)
- Small appliances and tower tools (1)
- Used paint (1)
- Garbage to landfill (1)

Q14 Are you satisfied with the materials that are accepted at the Lillooet Landfill and Recycling Centre?

- Yes (2)

Q16 What additional services would you like the Lillooet Landfill and Recycling Centre to provide? (Order of priority)

Number 1 priority:

- Reuse Shed (2)

Second priority:

- Additional business hours – 1 additional day (5 hours) per week (1)
- Recycling of clean drywall (1)

Third priority:

- Recycling of clean drywall (1)
- Mattress dismantling and recycling (1)

Fourth priority:

- Mattress dismantling and recycling (1)
- Additional business hours – 1 additional day (5 hours) per week (1)

Q15 Additional Comments

- No charge for small scrap metal and better access for small metal scraps.

SURVEY FEEDBACK OVERVIEW

The survey was predominantly completed by residents (owners or renters), with minimal engagement from businesses, only 2 participated.

Residents:

Geographic Distribution:

Over 90% of the respondents reside in the District of Lillooet.

11% of the respondents reside in Electoral Area B, while 2% reside in Electoral Area A and 5% are located within First Nations Communities.

Only 12% of respondents are not recipients of curbside garbage collection.

Solid waste management:

31 residents indicated that they use the Lillooet Landfill & Recycling Centre once a week, mirroring the same number of respondents who use the facility more than twice per month. Notably, 57% of respondents use the facility once per week to more than twice per month.

Half of the respondents, 56 in total, engage in recycling, rinsing, sorting and composting at home, while 32 respondents recycle, rinse, sort but do not compost at home.

Respondents expressed their concerns about recycling barriers, with the primary obstacle being the necessity to transport all the materials to the Lillooet Landfill & Recycling Centre, which was highlighted by 36 respondents. The facility's operating hours were the second most significant hurdle, as mentioned by 31 respondents.

The third barrier was a bit more varied, with several responses receiving similar numbers:

- 15 respondents cited uncertainty about what can and cannot be recycled.
- 16 respondents found the recycling centre not user-friendly.
- 12 respondents were concerned about the requirements to separate numerous materials.
- 15 respondents mentioned being limited by storage space.

Half of the respondents mentioned that they compost at home. Ten respondents expressed an interest in learning more about composting, while 17 residents stated that they would start collecting their kitchen scrap separately if there was an organics program at the Lillooet Landfill & Recycling Centre. In the "Other" category, comments highlighted an interest in composting but raised various barriers. Nine residents indicated they would not separately collect food scraps, even if an organics program were available at the facility.

According to the survey results, the most commonly dropped-off items for disposal at the facility are paper and packing recycling program materials such as mixed paper and cardboard, glass jars and bottles, flexible plastics and foam packaging. There were followed by Extended Producer Responsibility program items such as batteries, electronics, light bulbs, tubes and fixtures. Surprisingly, 55 responses mentioned bringing garbage (waste to landfill items) to the facility, despite 88% of respondents stating they receive curbside services.

81% of residents who participated the survey expressed satisfaction with the materials accepted at the Lillooet Landfill and Recycling Centre.

When asked about additional services, three residents mentioned food scraps composting as an item they'd like to see accepted at the Lillooet Landfill & Recycling Centre. Other items mentioned more than once were clothing/ textile and bubble wrap.

Residents were also asked to rank four additional services by priority, an estimated cost based on a household assessment of \$400,000.

The Reuse Shed, with an estimated annual tax increase per \$400,000 assessment ranging from \$11.00-\$14.00, emerged as the top priority with 59 respondents ranking it as their number 1 choice. It's worth noting that this option received 100 responses, while the other choices received slightly fewer responses (95-96) due to some respondents not ranking all items on the physical surveys.

Additional business hours (Additional Day (one day/week 5 – hours) (estimated annual tax increase per \$400,000 assessment: \$78.5-\$85.00) received 31 votes for the number 1 priority and 29 votes as the second highest priority, accumulating a total of 96 responses.

The concept of mattress dismantling, which comes with an estimated annual tax increase per \$400,000 assessment ranging from \$14.50-\$20.00, received 8 votes as the number 1 priority, 21 as the second priority, 24 as the third and 43 as the fourth priority.

For the diversion of clean drywall (estimated annual tax increase per \$400,000 assessment: \$22.00-\$27.00), 2 respondents ranked it as their number 1 priority, 24 as the second priority, 48 as the third and 21 as the fourth.

Priorities as ranked by respondents:

1. Reuse Shed
2. Additional business hours
3. Diversion of clean drywall
4. Mattress dismantling and recycling

Experience at the Lillooet Landfill & Recycling Centre:

59% of respondents (104 total responses for question 14) expressed feeling very satisfied or somewhat satisfied with the customer service at the facility.

23% of the responses were neutral (neither dissatisfied or satisfied), while 17% stated being very dissatisfied or somewhat dissatisfied.

Regarding the cleanliness of the facility, 66% of respondents stated being very satisfied or somewhat satisfied, 21% remained neutral (neither dissatisfied or satisfied), and 13% felt very dissatisfied or somewhat dissatisfied.

The hours of operations received the lowest satisfaction rating, with 36% of the responses indicating very satisfied or somewhat satisfied. Meanwhile, 16% remained neutral (neither satisfied or dissatisfied), and 48% of respondents stated being very dissatisfied or somewhat dissatisfied with the facility's operating hours.

Reoccurring themes in the additional included:

- Requests for additional, earlier and/or later hours of operations.
- Desire for curbside recycling.
- Opinions about the Reuse Shed, with both supportive and opposing views.
- Complaints that the facility closes earlier than advertised
- Concerns about paying additional fees.
- Desire to see improvements to the access road to the facility.
- Interest in a composting/organics program.
- Complaints about high fees or fees in inappropriate places (e.g. tires and appliances).
- Concerns that increased fees (tipping fees or taxes) might lead to an increase in illegal dumping.
- Requests for a more central location for recycling drop-off.

Businesses:

Participation by area:

Both businesses are situated in the District of Lillooet.

Experience at the Lillooet Landfill & Recycling Centre:

One of the businesses who completed the survey expressed a need for more or different hours of operations, while the other was not impacted by the current operating schedule.

One of the businesses reported being somewhat dissatisfied with the customer service, cleanliness, and hours of operation, while the other was very satisfied.

Both businesses expressed satisfaction with the materials accepted at the facility.

Both businesses ranked the Reuse Shed as their number one priority.

WHAT WE HEARD AT THE COMMUNITY POP-UPS

An estimated ≥40 interactions per Community Pop-Up day.

KEY THEMES	COMMENTS OR QUESTIONS
Garbage Curbside Collection	- Expressed the costs were significant. - Desire to have the option to opt out or reduce collection frequency for those who don't use the service every week.
Illegal Dumping	- Concerns that increased fees could lead to more illegal dumping. - Reports of local dumping already occurring.
Effect of increasing costs on fixed incomes	Residents with fixed incomes expressed concern about affordability with increased costs.
Recycling rates	- Uncertain about how much recycling is genuinely being recycled. - Perception that recycling often ends up in the landfill or is used for fuel.
Distance from town	A call for a more centrally located recycling drop-off point for residents without vehicles.
Right to salvage	Desire for the ability to salvage materials at the landfill.
Hours of operation	- Request for earlier, later and weekend hours. - Suggestion to align operating hours with the Country Store to facilitate recycling drop-off and deposit beverage containers during the same trip.
Reuse Shed	Desire to see the Reuse Shed or another second-hand program/facility established for furniture and household items.

Clothing/textiles	• Concern about the lack of disposal options for textiles at the Lillooet Landfill and Recycling Centre.
Enforcement	• Noting the lack of enforcement measures.
Access road	• Complaints about the poor condition of the access road. • Concerns regarding damage to vehicles. • Suggestions for more frequent grading or paving of the road.
Commercial	• Limited options for commercial disposal. • Request for a separate timeframe for commercial disposal to reduce wait times.
First Nations	• Mention of First Nations using services but only contributing via tipping fees, with a desire for them to contribute to the operating budget as well.
Projected tax requisition increase	• Concern • Understanding after in-person explanations of the process and the current situation.