



City of Richmond

Report to Committee

To: Public Works and Transportation Committee

Date: March 30, 2015

From: Tom Stewart, ASCT.
Director, Public Works Operations

File: 10-6375-05/2015-Vol
01

Re: **Report 2014: Recycling and Solid Waste Management - Leadership and Excellence to Achieve Goals**

Staff Recommendation

That the annual report titled, "Report 2014: Recycling and Solid Waste Management - Leadership and Excellence to Achieve Goals" dated March 30, 2015, from the Director, Public Works Operations, be endorsed and made available to the community through the City's website and through various communication tools including social media channels and as part of community outreach initiatives.

Tom Stewart, ASCT.
Director, Public Works Operations
(604-233-3301)

Att. 1

REPORT CONCURRENCE	
CONCURRENCE OF GENERAL MANAGER 	
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIALS:
APPROVED BY CAO 	

Staff Report

Origin

The City has established a waste diversion target of 70% by 2015, aspiring to 80% by 2020 in accordance with the regional Integrated Solid Waste and Resource Management Plan (ISWRMP). As well, the City's vision for sustainability includes a key goal to be a Recycling Smart City. The City offers a number of waste reduction and recycling programs to the community to help achieve these targets. To support full utilization of recycling programs and services in Richmond, the City also implements a range of communication and outreach programs to ensure residents are aware of the services available and understand how to access and use these services.

The annual "Report 2014: Recycling and Solid Waste Management - Leadership and Excellence to Achieve Goals" (The Report) is presented (Attachment 1) to track progress on these programs and report back to the community. This report summarizes Richmond's comprehensive programs, highlights results achieved in 2014, provides insights into upcoming initiatives, and includes tips and resources to support recycling and sustainable waste management.

This report supports Council's Term Goal #8 Sustainability:

8.1: Continued implementation and significant progress towards achieving the City's Sustainability Framework, and associated targets. A key component of the sustainability framework is the Solid Waste Strategic Program within the goal area of Sustainable Resource Use, and

8.3. Communicate to the public the City's Sustainability goals with details on how the City is meeting (or exceeding) these goals and how they support Provincial goals.

Analysis

The Report highlights Richmond's leadership in sustainable waste management over the past year, including comprehensive implementation of expanded services, proactive pilot programs to test program options and award recognition for excellence in communications. At the same time, the City has remained committed to ensuring residents are informed about the progressive suite of recycling services available to them, including details on how to use each program. Success with this combination of service delivery and outreach is measured by the continued increase in recycling and waste diversion thanks to residents' participation in recycling.

A notable success in 2014 was the implementation of significantly expanded Blue Box and Blue Cart recycling services through partnership with Multi-Material British Columbia (MMBC). Under the expanded program, items such as aerosol containers, paper food containers and milk cartons, along with a broad range of additional plastic items are now accepted in the City's curbside and central collection recycling programs. Richmond also initiated a new Glass Recycling Bin to accommodate the need for separating glass jars and bottles for recycling, and successfully launched this service in tandem with the MMBC program launch on May 19, 2014.

This ensured a seamless transition to the MMBC program for residents, with no service interruptions.

Another significant achievement in 2014 was the completion of a 15-month food scraps pilot program for multi-family complexes, which achieved 27% organic recycling diversion, and provided valuable data and input from residents for the development of recommendations to expand Green Cart service to multi-family complexes with centralized collection. As well, the City introduced a Garbage Cart Pilot Project, which will evaluate waste diversion using weekly and bi-weekly collection, as well as fee incentives for reducing garbage.

Residents in single-family homes achieved 71% waste diversion – up from 70% in 2013 – well ahead of the 2015 diversion goal. The increase in 2014 was due, in part, to the expanded range of recycling materials accepted in 2014 and the continued commitment by residents to recycle their waste. In addition, the amount of food scraps and yard trimmings continued to increase markedly in 2014, or over 2,000 tonnes more than the prior year. The City's Large Item Pick Up program (introduced in 2013), continued to grow with over 11,679 items collected – an increase of more than 3,000 items compared to the last year.

The Report features outreach and community engagement as a key contributor to increased recycling, both at home and at community events. In 2014, Richmond was recognized with two Awards of Excellence for its leadership in outreach through its Green Cart communication campaign. The City's communication and community engagement includes reaching out to the community by hosting recycling displays at local shopping centres to share information and educational materials, answering questions and engaging community members in fun activities that emphasize how to use recycling programs. Richmond's outreach also includes connecting with students who share their commitment to recycling at school and at home, and high school students volunteering as Green Ambassadors continue to support event recycling, which results in significant waste diversion. Richmond's partnership with schools also provides important recycling and litter management information to students using fun and engaging shows, and then reinforces those behaviours through contests that turn the new ideas and tips into action.

The "Report 2014: Recycling and Solid Waste Management - Leadership and Excellence to Achieve Goals" highlights key accomplishments, which include:

- Achieved 71% waste diversion from single-family homes.
- Expanded the Blue Box and Blue Cart recycling programs to include a broader range of materials through partnership with MMBC, including separate collection of glass.
- Recognized with the national Silver Leaf and provincial Bronze Quill Awards from the International Association of Business Communicators (IABC) for the City's Green Cart communication plan.
- Completed a 15-month Green Cart Pilot Program for multi-family complexes and achieved 27% organic recycling diversion during the pilot.
- Delivered 28 workshops involving 616 participants on waste reduction, recycling and how to avoid food wastage.
- Initiated a Garbage Cart Pilot Program to test weekly and bi-weekly garbage collection using City-provided carts.

- Conducted a pilot project with the small building industry to trial different methods of recycling materials from single-family home demolitions
- Council adopted the “Management of Waste and Recyclable Materials from City Facilities Demolition and Construction Activities” policy
- Assisted with over 20,190 customer calls to the Environmental Programs Information Line
- Organized DreamRider Theatrical Shows including Zero Heroes and Clean Up your Act at 18 elementary schools, reaching 2,680 students. Green Ambassadors contributed over 1,200 hours to help promote recycling at events and 1,850 hours to organize the 2014 REaDY Summit. The Green Ambassadors achieved a 97.5% diversion rate for waste generated at the 2014 REaDY Summit
- Hosted recycling stations and eight events resulting in waste diversion ranging from about 85% to 97% at four major City events

Proposed Communication

Subject to Council’s approval, the annual "Report 2014: Recycling and Solid Waste Management - Leadership and Excellence to Achieve Goals" will be posted on the City’s website and made available through various communication tools including social media channels and as part of community outreach initiatives.

Report 2014 Overview

The 2014 Report contains four chapters that summarize outcomes and accomplishments in current waste management and recycling services, and highlights the variety of public education/community outreach programs delivered across the city. The Report also includes a comprehensive tips and resources section. The Report content features information to raise awareness about how recycled materials are used as a new resource, and tips for residents to help them connect with City and product stewardship programs for disposing of a variety of items.

A summary overview of each chapter follows.

Chapter 1: Annual Outlook – Leadership and Excellence to Achieve Goals highlights the importance of City’s leadership and continuous improvement efforts to advance further toward waste reduction goals. The Annual Outlook features the achievements from the past year, including the expanded recycling services introduced, success of the Green Cart Pilot Program for food scraps recycling in multi-family complexes, and the Awards of Excellence for the City’s Green Cart communications. This section also provides a brief summary of the new initiatives and service targets for the upcoming year.

Chapter 2: Programs and Services – Expanding Services to Make Recycling Easy and Convenient describes the City’s comprehensive recycling and waste reduction initiatives and highlights how each program contributes to overall diversion targets and sustainability goals. Details on the quantities collected through programs such as Blue Box, Blue Cart, the Recycling Depot, Yard Trimmings Drop Off, Green Cart, the Multi-family Green Cart Pilot Program and litter collection services are provided. This section also includes details on the City’s Large Item Pick Up Program, and the major categories of items collected through this program. In addition,

this section outlines the measures the City takes to promote recycling space in commercial and multi-family buildings.

Chapter 3: Outreach and Customer Service – Supporting Awareness and Education presents the City’s commitment to support waste reduction and reuse by providing residents information and education through workshops and displays, and through programs to support event recycling. Our extensive public education and community outreach initiatives aim to raise awareness and foster sustainable behaviours where recycling and waste reduction practices become a way of life. Free workshops on composting, waste reduction, eco-cleaning, reuse and more are offered throughout the year, as are outreach displays at various events and in local shopping centres. City staff partner with the Richmond School District to engage both high school and elementary school students to promote sustainable stewardship behaviours. They learn about how to recycle and reduce litter, and then they practice those skills through school contests. City staff members also mentor the high school Green Ambassadors by hosting information-sharing meetings and coordinating these volunteers as they assist with public spaces recycling centres at community events.

Chapter 4: Tips and Resources – Easy Steps to Increase Recycling and Reduce Waste – This section provides a comprehensive guide to recycling. It includes specific information on how and what to recycle in the City’s Blue Box, Blue Cart and Green Cart programs. There is information on how to compost at home, the items accepted for recycling at Richmond’s Recycling Depot, and what to do with many household items ranging from medication to recyclable mattresses. The resources section also includes information on what to do with special waste items and banned materials, including recycling and disposal options through take-back programs. There is also contact information and locations for Richmond services and community partners involved in stewardship programs.

Moving Forward

As the City continues to grow and expand our services to further advance toward 80% waste diversion for all residents, key focus areas going forward include:

- Increase awareness of the expanded range of materials accepted in the Blue Box and Blue Cart recycling programs under new partnership with MMBC;
- Report to Council regarding carts for garbage service and considerations for altering levels of service to increase recycling and waste diversion;
- Explore initiatives to support food scraps recycling in mixed use buildings and the commercial sector;
- Expand food scraps recycling for all residents in multi-family complexes with centralized collection;
- Expand the compost collection program to a full food scraps recycling program at all City Facilities, including a staff awareness and education campaign;
- Build on the success of existing community outreach and education programs to deliver workshops, theatrical shows, contests and annual REaDY Summit;
- Adopt a policy with recycling targets for waste reduction and recycling of materials from residential demolition activities;
- Continue to expand and broaden the City’s public spaces recycling program;

- Support a regional initiative to develop a plan for managing debris from disasters as part of emergency preparedness,
- Explore Eco-Centre concept, including possible expansion of services at the Richmond Recycling Depot; and
- Continue involvement in regional planning and implementation efforts for the ISWRMP.

Financial Impact

None. Programs related to solid waste that impact service levels are brought to Council for review and consideration throughout the year.

Conclusion

Through the annual "Report 2014: Recycling and Solid Waste Management - Leadership and Excellence to Achieve Goals", the City is providing its residents with a progress report on the many recycling and waste management programs and activities delivered in the community. The Report also serves as a comprehensive resource and guide that supports recycling, reuse and reduction activities throughout the year. By tracking progress towards its goals for waste diversion and reporting this to the community, the City is demonstrating Richmond's commitment to responsive services, responsible government and accessible information and communication.

It is through residents' participation and commitment to recycling that those living in single-family homes have achieved 71% waste diversion in 2014, well ahead of the 2015 target of 70%. Future years will see continued efforts to expand recycling services to residents in multi-family homes as part of helping all residents work toward achieving the 80% waste diversion target by 2020.



Suzanne Bycraft
Manager, Fleet & Environmental Programs
(604-233-3338)

Att. 1: City of Richmond Report 2014: Recycling and Solid Waste Management



LEADERSHIP AND EXCELLENCE TO ACHIEVE GOALS

Let's trim our waste!



**LET'S
TRIM
OUR
WASTE!**

CONTENTS

1	ANNUAL OUTLOOK	3
2	PROGRAMS AND SERVICES	9
3	OUTREACH AND CUSTOMER SERVICE	25
4	TIPS AND RESOURCES	31



**WE'RE
ACHIEVING
OUR GOALS!**

2014 REPORT • LEADERSHIP AND EXCELLENCE TO ACHIEVE GOALS

ANNUAL OUTLOOK

LEADERSHIP AND EXCELLENCE TO ACHIEVE GOALS

Continuous improvement is the hallmark for waste management in Richmond. The City aligns its targets with regional goals and, working with the community, continues to achieve those targets ahead of schedule. This success is thanks to the City's commitment to service excellence in recycling, along with dedicated residents who maximize their recycling efforts to divert more than 71% of their waste from the garbage. Working together, City Council, staff and residents are moving Richmond toward its goal to be a Recycling Smart City.

In 2014, the City demonstrated its leadership as it tackled multiple projects to enhance recycling services in the community. One key success was the full implementation of recycling services under the new partnership with Multi-Material BC (MMBC). Richmond's leadership in recycling was evident as it successfully ensured residents would have a separate glass recycling program in place in time for the initial MMBC program roll out. This involved a significant adaptation of existing programs, including the purchase of new glass recycling bins for every resident in the program. While some communities are gradually introducing a residential glass recycling service, Richmond residents benefited from a seamless program transition with no service interruptions.

Under the expanded program, residents can recycle a much broader range of household materials, such as aerosol containers, paper and plastic drink cups, milk cartons, gable top containers used for soy milk and juice, plastic and paper garden pots, and bakery trays. Residents with the Blue Box program can now combine all of their newspaper and other paper products into one, new Mixed Paper Recycling Bag and they have a new Glass Recycling Bin to recycle glass jars and bottles. Residents in townhomes and apartments with the centralized Blue Cart program are also able to combine their newspaper and other paper products into a Mixed Paper Recycling Cart, and they have new Glass Recycling Carts for recycling glass jars and bottles. By working in partnership with MMBC, the City is delivering an enhanced level of service to its residents, making it easier for them to reduce the amount of household waste going into the garbage.

In addition to the expanded recycling using the Blue Cart and Blue Box programs, Richmond provides residents with a convenient and safe option to dispose of large household items including furniture, mattresses and appliances. The Large Item Pick Up program ensures that recyclable materials are kept out of the landfill, and makes it easier for residents by providing curbside collection of up to four items per household per year.

Richmond has also continued to engage residents to ensure its programs are designed to meet their needs. This commitment to excellence involved two major pilot programs in 2014: the Multi-family Green Cart Pilot Program and the Garbage Cart Pilot Program. With these programs, the City is able to test a range of service options and gain input from residents on the best program components and areas of concern that need to be addressed.

In preparation for the 2015 Metro Vancouver food scraps disposal ban, the City had already implemented an enhanced Green Cart program for residents in single-family homes and townhomes with City garbage and/or Blue Box service. This ensured 60% of Richmond residents were set up with a convenient recycling service; however, the City wanted to ensure that all residents, including those who live in multi-family complexes with a central collection area, would have the same level of service.

CITY OF RICHMOND

Richmond recognized with two IABC Awards of Excellence for its Green Cart communications!

Because centralized services involve unique requirements, the City initiated the Multi-Family Green Cart Pilot Program to test service options. The pilot program was concluded in the fall, with recommendations for a City-wide Green Cart program that would ensure all Richmond residents have access to easy and convenient food scraps recycling. The goal was to ensure that Green Cart service would be fully implemented prior to July 1, 2015, when the grace period for the new food scraps disposal ban ends.

The Garbage Cart Pilot Program allows evaluation of options for weekly or biweekly garbage collection, along with preferences for cart sizes and fee incentives for reducing garbage. With input from residents in the pilot, Richmond will be able to design a program that is tailored to the interests and priorities identified by residents while also supporting the City's goals to reduce garbage. Early results from this Pilot Program are showing a marked improvement in recycling in homes with biweekly garbage collection.

The progress towards goals is an excellent measure of the success with Richmond's recycling programs. Residents in single-family homes achieved the City's initial target to reduce garbage by 70% two years ahead of schedule. In 2014, residents in single-family homes reached 71% waste diversion. Now the City is working with residents to achieve the next target: diverting 80% of waste from the landfill by 2020.

Richmond was also proud to be honoured with two awards of excellence in government communication for the City's Green Cart program communication campaign. The International Association of Business Communicators presented the City of Richmond with an IABC Bronze Quill Award of Excellence (a provincial-level award) and an IABC Silver Leaf Award of Excellence (a national award). These awards give credit to the success of Richmond's programs and place the City in a league with some of the best communicators in the field from across the country. These awards of distinction recognize organizations that are setting the standard for communications excellence.

The past year's achievements exemplify the City's leadership and excellence in sustainable waste management, and its commitment to continuous improvement to benefit residents.

THREE EASY STEPS

Richmond can achieve its targets with the help of community commitment to these three easy steps to reduce waste:

RECYCLE

BUMP UP RECYCLING – EXPAND YOUR RECYCLING TO INCLUDE FOOD SCRAPS AND OTHER MATERIALS ACCEPTED THROUGH CITY COLLECTION SERVICES, THE RECYCLING DEPOT AND TAKE-BACK PROGRAMS.



REDUCE

BE CHOOSY WHEN YOU SHOP – SELECT PRODUCTS WITH MINIMAL OR NO PACKAGING, LIKE USING A MUG INSTEAD OF A PAPER CUP.



REUSE

DONATE BEFORE YOU DISPOSE – CONSIDER DONATING OR SELLING GENTLY USED PRODUCTS.



2014 REPORT • LEADERSHIP AND EXCELLENCE TO ACHIEVE GOALS

OUR TOP ACCOMPLISHMENTS IN 2014

The following are some of the key accomplishments in 2014.

GREEN CART PILOT PROGRAM

Completed Completed a 15-month food scraps pilot program for multi-family complexes and achieved 27% organic recycling diversion during the pilot.

COMMUNITY OUTREACH

Delivered 28 workshops involving 616 participants on waste reduction, recycling and how to avoid food wastage.

AWARDS OF EXCELLENCE

Received the Silver Leaf and the Bronze Quill Awards of Excellence from the International Association of Business Communicators for the City's Green Cart communication campaign.

EXPANDED SERVICES

Expanded the Blue Box and Blue Cart recycling programs to include a broader range of materials through partnership with MMBCC. Expanded drop-off services at the Recycling Depot to accept Styrofoam, plastic bags and overwrap.

DEMOLITION & CONSTRUCTION WASTE

Conducted a pilot project with the small building industry to trial different methods of recycling materials from single-family home demolitions. Council adopted the "Management of Waste and Recyclable Materials from City Facilities Demolition and Construction Activities" policy, which targets 80% diversion of demolition and construction waste from new City's facilities construction and demolition projects.

CUSTOMER SERVICE

Assisted with over 20,190 customer calls to the Environmental Programs Information Line. Sold 71 compost bins, 9,600 Garbage Tags, and 761 Garbage Disposal Vouchers out of the City's Recycling Depot and other City facilities.

STUDENT & COMMUNITY ENGAGEMENT

Organized DreamRider Theatrical Shows including Zero Heroes and Clean Up your Act at 18 elementary schools, reaching 2,749 students. Green Ambassadors contributed nearly 2,500 hours to help promote recycling at events in 2013/2014 and achieved a 97.5% diversion rate for waste generated at the 2014 REaDY Summit.

EVENT RECYCLING

Hosted recycling stations at eight events, resulting in waste diversion ranging from about 85% to 97% at four major City events. Provided free recycling bins to support organizers of six events to promote recycling.

CITY OF RICHMOND

OUR GOALS

Richmond has set its long-term goal to be a Recycling Smart City and has established annual goals to help achieve this target. Each goal is designed to provide easy and convenient services for residents, along with creating opportunities for innovation, partnership and continuous improvement.

1

Multi-family food scraps recycling

Expand food scraps recycling to over 30,000 residents in multi-family complexes in advance of the regional food scraps disposal ban enforcement in 2015.

2

Garbage cart pilot program

Report to Council regarding carts for garbage service and considerations for altering levels of service (biweekly) to increase recycling and waste diversion.

3

Organics recycling at City facilities

Expand the City of Richmond's successful compost collection program to a full organics food scraps recycling program at all City facilities, including a staff awareness and education campaign.

4

Packaging and printed paper stewardship program

Expand awareness of the expanded range of materials accepted in the Blue box and Blue Cart recycling programs under the new partnership service with MMBC.

5

Expand community outreach

Build on the success of existing outreach and education programs to deliver workshops, theatrical shows, contests and the 5th annual REaDY Summit.

6

Undertake a review of the Green Ambassador program

Review the program (in cooperation with the School District) to address program management challenges, identify future directions as well as potential opportunities to expand and enhance youth engagement in environmental initiatives.

7

Expand recycling of building demolition waste

Using the results and analysis of a pilot initiative, develop a policy approach to expand recycling of demolition waste from residential demolitions.

8

Explore eco-centre concept

Explore options including expansion of the City's existing Recycling Depot into a larger facility that accepts a much broader range of materials and offers additional services such as a re-use centre and education facility.

9

Increase awareness and understanding of sustainable waste management

Implement a quarterly "Let's trim our waste!" communication campaign to raise awareness about the importance of recycling and waste reduction, and promote increased use of Richmond's programs and services.

10

Expand public spaces recycling

Accept an expanded range of materials for recycling in public spaces and enhance the container replacement and maintenance program. Develop enhanced recycling educational signage to improve recycling diversion, minimize contamination and align materials accepted with residential Blue Box and Blue Cart recycling programs.



THANK YOU TO RICHMOND RESIDENTS

81% waste diversion goal achieved by single family residents in 2014!

Each year, Richmond residents add more to their recycling and reduce the amount of garbage going to the landfill. Richmond appreciates this dedication and will continue to explore options to provide residents with easy and convenient recycling options at home and in the community.

With the expanded Blue Box and Blue Cart recycling now available through the partnership with MMBC and the plans underway to ensure that all Richmond residents have access to food scraps recycling using the Green Cart program, Richmond is on track to be a Recycling Smart City. This commitment includes continuous improvement to its program as the City strives for service excellence and sustainable waste management programs.

Thanks to the tremendous participation in the expanded Green Cart program, the City was proud to receive two Awards of Excellence from the International Association of Business Communicators. While these awards are for the communication program delivered by the City, they are evaluated based on measured outcomes. This means that the City's success is a reflection of the successful recycling done by residents.

Thank you for supporting the success of the Green Cart program, and for your continued effort to help Richmond achieve its goal to reduce garbage by 80% by 2020.

DID YOU KNOW?

You can recycle aerosol cans, plastic and paper milk cartons, and plastic containers including drink cups in your Blue Box or Containers Blue Cart.



2013 REPORT • ACHIEVING GOALS THROUGH COMMUNITY ENGAGEMENT

PROGRAMS AND SERVICES

EXPANDING SERVICES TO MAKE RECYCLING EASY AND CONVENIENT

Richmond residents in single-family homes are now diverting 71% of their waste, and recycling is increasing in townhomes and other multi-family complexes. To support residents and their commitment to recycling, Richmond continues to expand opportunities for residents to recycle by creating new and enhanced programs for recycling at home and when on the go in the community. Residents can also drop off a growing list of recyclable items at the City's Recycling Depot and other drop-off facilities.

Richmond works with residents, industry partners, product stewardship groups and businesses to achieve its goal to be a Recycling Smart City and implement sustainable waste management. Through partnerships and community engagement, Richmond's commitment to continuous improvement results in enhanced services to benefit residents.



Residents in single-family homes are now diverting 71% of their waste.



RICHMOND RECYCLING AND WASTE MANAGEMENT

Richmond delivers a wide range of recycling and waste management services for residents to ensure that all waste is managed effectively and efficiently, and adheres to sustainability principles. In 2014, Richmond worked in partnership with MMBC to expand recycling services to include many new household items. The following are the key recycling and waste management services offered through the City of Richmond.

BLUE BOX

Weekly curbside collection for recycling paper and newsprint, glass, plastic containers, and tin and aluminium containers. This program is provided to more than 40,230 residential units in single-family homes and townhomes. For details, see page 32.

BLUE CART

Weekly recycling collection for paper and newsprint, glass, plastic containers, and tin and aluminium containers. This program is provided to more than 31,460 multi-family units. For details, see page 34.

GREEN CART

Curbside collection for recycling foods scraps and yard trimmings. This program is provided to residents in single-family homes and some townhomes as well as multi-family complexes involved in a pilot project. For details, see page 36.

RECYCLING DEPOT

Drop-off service for products ranging from yard trimmings and household items, to hazardous materials and take-back program products. This service is available to all residents and in limited quantities for commercial operators. The Depot also sells compost bins, rain barrels, Garbage Tags and Garbage Disposal Vouchers for use at the Vancouver Landfill. For details, see page 40.



SINGLE-FAMILY RECYCLING



Residents in single-family homes recycled or reduced nearly 33,966.63 tonnes in 2014 – 71% of total estimated waste generated – through a number of recycling and waste reduction opportunities, including curbside and Recycling Depot collection, as well as composting programs.

* Estimated

GO! RECYCLE PUBLIC SPACES AND EVENT RECYCLING

Recycling bins in the community make it easy to recycle on the go, such as in parks, at community centres, in the Steveston business district and at the Canada Line stations and Richmond central bus stops.

COMPOSTING AT HOME

Support for residential composting includes the sale of compost bins, a composting demonstration garden and related workshops. These services are available to all residents. For details, see page 37.

CURBSIDE GARBAGE COLLECTION

Curbside collection of garbage, not including banned items such as hazardous waste and materials that can be recycled, is available to residents in single-family homes and some townhomes. For details, see page 38.

EXTRA GARBAGE DISPOSAL

Garbage disposal tags and vouchers for the Vancouver Landfill provide options for residents when they need to dispose of additional garbage or large items. For details, see page 38.

LARGE ITEM PICK-UP PROGRAM

Residents in single-family homes and some townhomes can arrange for curbside collection of four large household items per year. For details, see page 39.

COMMUNITY AND SCHOOL ENGAGEMENT

Through partnerships with students, teachers and the School District, Richmond sponsors educational shows, awareness programs and volunteer opportunities to increase understanding of recycling and the benefits of reducing waste. For details see the Outreach and Customer Service section on page 25.

DID YOU KNOW?

Plastic takes one million years to break down in a landfill, whereas recycled plastic can be used to make bottles, clothing, carpet, picnic tables, drainage pipes, bags, trash cans, paneling, flower pots and pallets.



RESIDENTIAL RECYCLING PROGRAMS

With weekly collection services, drop-off programs, public spaces recycling and community take back programs, it's easy and convenient to recycle in Richmond. Richmond offers residents a range of services to support recycling at home and on the go.

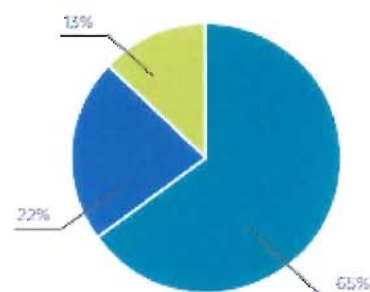
BLUE BOX RECYCLING PROGRAM

The Blue Box Recycling program provides convenient collection services in the community. Residents in single-family homes and some townhome complexes use the City's Blue Box program to recycle newspaper, paper products and cardboard along with tin, aluminium, glass bottles and jars, and plastic containers. More than 40,230 residential units are serviced with weekly collection under this program.

In 2014, more than 6,790 tonnes of materials were recycled in the Blue Box program. Of this, 65% was mixed paper, 13% was newspaper and 22% was co-mingled containers.

Items that can be recycled through this program are listed in the Tips and Resources section of this publication and at www.richmond.ca/recycle.

BLUE BOX RECYCLING MIX



- MIXED PAPER (4,425 TONNES)*
- NEWSPAPER (872.84 TONNES)
- CONTAINERS (1,492.80 TONNES)

* Starting in mid May, newspaper was combined with mixed paper for recycling.

BLUE CART RECYCLING PROGRAM

People who live in multi-family complexes can recycle the same products as residents who use the Blue Box program through the City's Blue Cart recycling program. The City provides recycling carts for a mini-recycling depot at each complex, which is generally located in the garbage enclosure or other convenient location. This service is currently available to over 31,460 multi-family units, and the City has information tools such as Blue Cart decals, posters and brochures that are offered to stratas and property managers to help raise awareness and increase participation.

In 2014, more than 2,400 tonnes of materials were recycled through the Blue Cart recycling program.

For a detailed list of items that can be recycled through the Blue Cart recycling program, see the Tips and Resources section or visit www.richmond.ca/recycle.

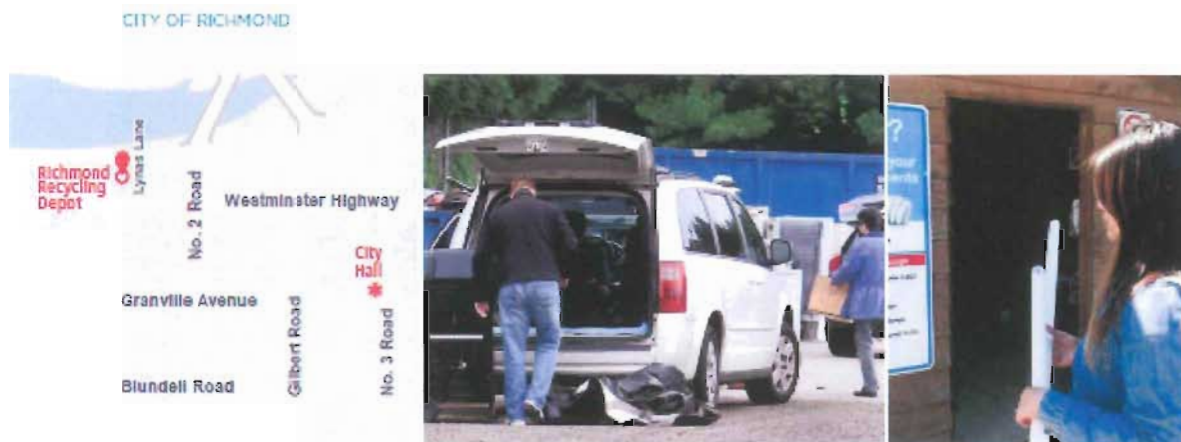


TIP FOR RESIDENTS

Residents in single-family homes and some townhomes can pick up complimentary Blue Box supplies at the Richmond Recycling Depot and City Hall, or order them online at www.richmond.ca/recycle.

Residents in multi-family complexes with Blue Cart service can pick up an indoor collection bag at Richmond Recycling Depot or order a bag online at www.richmond.ca/recycle.





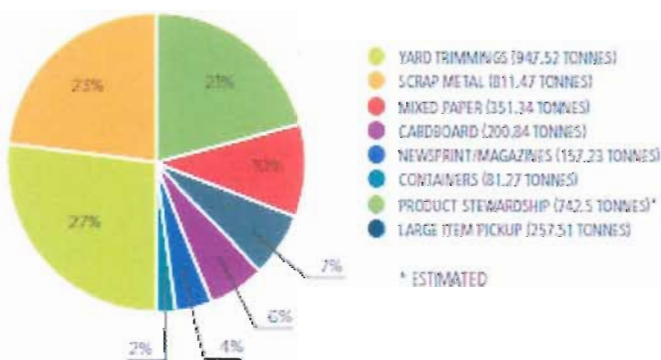
RECYCLING DEPOT PROGRAM

The Richmond Recycling Depot is located at 5555 Lynas Lane and is open from 9:00 a.m. – 6:15 p.m., Wednesday to Sunday for drop off of a broad range of materials. The Depot also sells compost bins, rain barrels, Garbage Tags and Garbage Disposal Vouchers. The Recycling Depot is a Product Stewardship (Take Back) collection site for small appliances, paints, solvents, flammable liquids, pesticides, lights and lighting fixtures.

RECYCLING DEPOT SERVICES

This facility accepts a wide range of materials including cardboard, yard and garden trimmings, mixed paper and newspapers, and now also accepts Styrofoam, used books, cell phones, household batteries and plastic bags. The facility also accepts large appliances (e.g. fridges, stoves, washing machines), metal items (e.g. bike frames, barbecues, lawn mowers), glass bottles, jars, tin and aluminium cans, paints, pesticides and solvents. For a detailed list of items see page 41. The Recycling Depot is owned and operated by the City of Richmond, with two full-time staff and additional staff support in the summer months to manage increased recycling volumes. Staff on site are available to answer questions and provide assistance with unloading awkward or heavy items.

DEPOT RECYCLING: BREAKDOWN OF MATERIALS COLLECTED IN 2014



TOTAL TONNAGE = 3,549.68

In 2014, 3,549.68 tonnes of recyclable materials were collected at the Recycling Depot. This includes yard trimmings, scrap metal, mixed paper products and rigid plastic containers. For more information on drop-off programs for yard trimmings, see page 17.

2014 REPORT • LEADERSHIP AND EXCELLENCE TO ACHIEVE GOALS

DEPOT RECYCLING: MATERIALS AND AMOUNTS COLLECTED THROUGH TAKE BACK PROGRAMS IN 2014**PAINT**

226,368 EQUIVALENT LITRES

**AEROSOLS**

2,450 EQUIVALENT LITRES

**SOLVENTS & PESTICIDES**

11,664 EQUIVALENT LITRES

**SMALL APPLIANCES**

93.4 TONNES

**CFLS**

239 BOXES

**4' TUBES**

247 BOXES

8' TUBES

58 BOXES

**FOR SALE AT THE RECYCLING DEPOT**

Residents can purchase the following items from the Depot:

- Compost bins - \$25 each
- Rain barrels - \$30 each
- Extra Garbage Tags - \$2 each
- Garbage Disposal Vouchers - \$5 each for Richmond residents and it is worth \$20 at the Vancouver Landfill

RECYCLE AT THE DEPOT

Richmond's free drop-off program includes:

- Styrofoam;
- Batteries (household batteries 5 kg or under);
- Cell phones;
- Used books;
- Plastic bags and plastic overwrap;
- Large and small appliances;
- Scrap metal; and
- Yard and garden trimmings

For a full list of items that can be recycled at the Recycling Depot, see page 41.

TIP FOR RESIDENTS

Fats, oils and grease should never be disposed down sinks, drains or garburators as the material hardens and builds up on the inside of sewage lines, causing blockages. This can lead to breaks and sewage spills or overflows. Recycle food scraps and grease in your Green Cart, and take used cooking oils and liquid fats in a sealed container to the Recycling Depot (5555 Lynas Lane, open Wednesday to Sunday from 9:00 a.m. to 6:15 p.m.) for free disposal.

CITY OF RICHMOND



COMPOSTING PROGRAMS

Composting is a simple and organic process that can reduce household waste by up to 40%—significantly reducing the amount of waste that goes to the landfill. Fruit and vegetable peelings, along with grass, leaves and other yard trimmings, can be added to a compost bin. In addition, composted matter produces a very nutrient-rich soil to keep lawns and gardens healthy.

BACKYARD COMPOST BIN DISTRIBUTION PROGRAM

The City of Richmond supports composting by providing free composting workshops from January to November, which include information on backyard and worm composting and how to harvest compost. The City offers compost bins for sale at the Recycling Depot for \$25 each. Backyard composting is the most effective way to dispose of fruit and vegetable peelings, eggshells, coffee grounds, filters, tea bags and yard trimming materials. Since this program started in 1992, 10,609 compost bins have been distributed.

Additional tips and information on composting are provided in the Tips and Resources section and at www.richmond.ca/recycle.

COMPOST DEMONSTRATION GARDEN

To help residents learn about backyard composting, the City offers a Compost Demonstration area in the Terra Nova Rural Park located at 2631 Westminster Highway just west of No.1 Road. It is open from dawn to dusk year-round, and is supplemented by workshops. Residents are encouraged to take a self-guided tour to learn about different types of compost bins and the benefits of composting.



TIP FOR RESIDENTS

The Compost Hotline at 604-736-2250 offers tips and advice on how to compost and use the nutrient-rich soil produced for home gardens. Compost from yard trimmings drop-off programs and through the Green Cart and Green Can collection programs are sold for residential use and for use in the landscaping industry.

2014 REPORT • LEADERSHIP AND EXCELLENCE TO ACHIEVE GOALS

Richmond residents are generating their own compost to enrich their garden soil. With 10,609 bins sold, home composting is an excellent way to help keep recyclable organic materials out of the garbage.

YARD TRIMMINGS DROP-OFF PROGRAMS

ECOWASTE INDUSTRIES

The City offers residents the option to drop off unlimited quantities of yard and garden trimmings for free at Ecowaste Industries located at 15111 Triangle Road. Proof of Richmond residency is required.

Visit ecowaste.com or call 604-277-1410 for hours of operation and directions.

RECYCLING DEPOT

Residents may drop off limited quantities of yard and garden trimmings (up to 1 cubic yard) at the City's Recycling Depot. A fee of \$20 applies for each additional cubic yard. Commercial operators may also use the Recycling Depot for dropping off of trimmings for a fee of \$20 per each cubic yard. The Recycling Depot is located at 5555 Lynas Lane and is open from 9:00 a.m. – 6:15 p.m., Wednesday to Sunday.

For a detailed list of all items that can be recycled at the Depot, please refer to the Tips and Resources section on page 41.

DID YOU KNOW?

When food scraps are disposed of in a landfill, the decomposition process creates methane. Methane is a powerful greenhouse gas that contributes to global warming.

DROP OFF TONNAGE IN 2014

In 2014, approximately 3,410 tonnes of yard trimmings were collected at the Recycling Depot and through the Ecowaste residential and commercial drop-off service.



CITY OF RICHMOND



GREEN CART PROGRAM

Richmond's Green Cart recycling program for food scraps and yard trimmings is provided to single-family and townhomes with City garbage and/or Blue Box service. As well, in 2014, residents in approximately 50 multi-family complexes with centralized collection received Green Cart service as part of a Multi-family Green Cart Pilot Program. Green Cart recycling totaled approximately 16,314 tonnes in 2014 – a 15% increase over 2013.

Food scraps and yard trimmings represent about 40% of household waste, and the increase in Green Cart recycling along with Richmond's other recycling services has contributed to residents in single-family homes reducing their garbage by 71% in 2014. The Green Cart program is also an important service to support residents with an easy and convenient recycling option prior to the Metro Vancouver disposal ban on food scraps in 2015.

In 2014, Richmond was honoured with two Awards of Excellence in government communication by the International Association of Business Communicators (IABC). The IABC Bronze Quill (provincial level) and IABC Silver Leaf (national level) awards of distinction recognize organizations that are setting the standard for communications excellence.

RECYCLING WASTE TO REDUCE COSTS

Tipping fees for garbage taken to landfills have increased by about 75% since 2008. As well, there are additional fees, called surcharges, applied to garbage loads that contain more than 5% banned materials such as paper and cardboard, food scraps, containers made of glass, metal or banned recyclable plastic, beverage containers and clean wood. These additional fees can add up to more than 50% more to the tipping fee cost. There are also additional charges at the composting facility when Green Cart recycling loads come contaminated with non-organic materials. The best way to keep these costs down is to recycle materials using the correct receptacles and to reduce waste overall.

2014 REPORT • LEADERSHIP AND EXCELLENCE TO ACHIEVE GOALS

GREEN CART SIZE OPTIONS AND BENEFITS



Richmond's Green Cart program currently serves approximately 41,000 homes and 50 multi-family complexes – 60% of all Richmond residents – to provide convenient access to yard trimmings and food scraps recycling. Green Carts are easy to use thanks to wheels and attached lids. As well, Green Carts are available in a range of sizes.

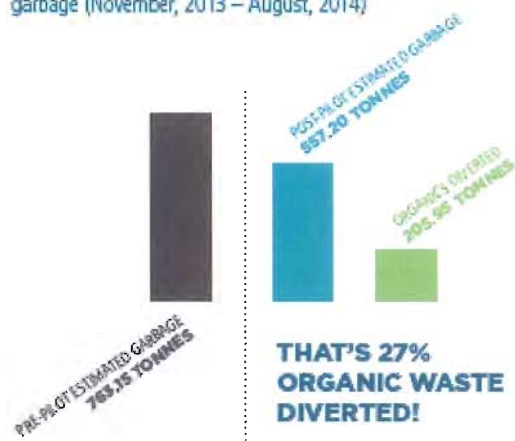
MULTI-FAMILY GREEN CART PILOT PROGRAM

In December 2014, the City of Richmond completed a Council-approved Green Cart Pilot Program for food scraps recycling in approximately 50 multi-family complexes. This program was undertaken in preparation of the food scraps disposal ban beginning in 2015. It was designed to test different methodologies for achieving maximum food scraps diversion in multi-family buildings. This 15-month Pilot Program expanded on the existing Green Cart service provided to single-family homes and townhomes, and achieved 27% organics recycling diversion. Total garbage tonnage was reduced by 205.95 tonnes.

The testing results also showed that using compostable plastic bags for kitchen containers is not a viable option at this time because these bags need more time to biodegrade than is cost-effective at the composting facility, and the cost to debag many smaller plastic bags versus the one large liner provided by the City is labour intensive and will add significant costs. As well, residents indicated that having lined Green Carts and regular cleaning would be important, and that space is limited, which means fewer carts can fit and more frequent collection may be needed.

MULTI-FAMILY ORGANICS PILOT PROGRAM

Organics diverted from pre-pilot estimated garbage (November, 2013 – August, 2014)



CITY OF RICHMOND



GARBAGE COLLECTION SERVICES

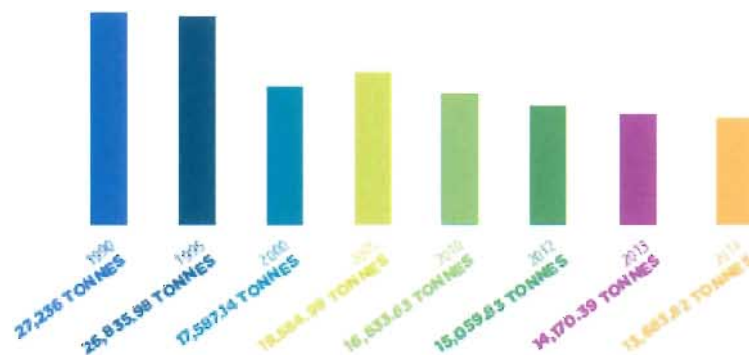
Weekly curbside collection of garbage provides residents with a convenient service for waste disposal. This includes the Large Item Pick Up program to provide curbside collection of up to four large household items each year.

GARBAGE COLLECTION

The City of Richmond provides weekly garbage collection services of two garbage cans for all single-family homes and some townhome developments. Additional garbage cans may be put out, but each extra container or bag must display a tag that can be purchased at City facilities for \$2 each. Certain items, such as hazardous waste materials and those items that can be recycled, are prohibited from garbage bins (see the chart on page 46 for more information on prohibited items).

Richmond also introduced a Garbage Cart Pilot Program in 2014 to begin testing options such as weekly and biweekly collection as well as fee incentives for using smaller carts by reducing garbage. The results of the pilot program will be reported in 2015.

GARBAGE DISPOSAL OVER THE YEARS



As conscientious recyclers, residents have drastically reduced the amount of garbage disposed since 1990. The City is reviewing options to help further reduce garbage, such as incentives to decrease garbage and possible use of City-provided garbage carts.

2014 REPORT • LEADERSHIP AND EXCELLENCE TO ACHIEVE GOALS

**LARGE ITEM PICK UP PROGRAM**

Richmond's Large Item Pick Up program provides curbside collection of up to four large items per year. This program is provided to residents in single-family homes and townhomes with the City's garbage collection and/or Blue Box program. Curbside collection makes it easier for residents who do not have access to a vehicle to dispose of large items. Residents can contact the City's service provider at 604-270-4722 to arrange for collection of up to four large items per year. All four large items can be picked up at the same time, or in varying bundles for a total of four items annually.

Items accepted in this program include furniture, appliances and small household goods. Restrictions apply to ensure items can be handled safely from the curbside and mattresses must be covered in plastic to keep them dry. If residents have more than four large items to dispose of, they can purchase a Garbage Disposal Voucher for \$5 from any City facility and use the voucher to dispose of up to \$20 worth of garbage items at the Vancouver Landfill.

For more information on this program, see page 39 or visit www.richmond.ca/recycle.

COMMON MATERIALS AND AMOUNTS COLLECTED THROUGH THE LARGE ITEM PICK UP PROGRAM

MATTRESSES
48% OF REQUESTS



TELEVISIONS
14% OF REQUESTS



WASHERS & DRYERS
14% OF REQUESTS



FRIGDES & FREEZERS
12% OF REQUESTS



BARBECUES
10% OF REQUESTS



DISHWASHERS
9% OF REQUESTS



STOVES
6% OF REQUESTS



MICROWAVES
2% OF REQUESTS

OVER **6,500** REQUESTS FOR SERVICE **11,679** ITEMS COLLECTED

468 TONNES WERE COLLECTED AND OF THIS, **257** TONNES WERE RECYCLED

CITY OF RICHMOND



LITTER COLLECTION SERVICES

Maintaining a litter-free city is a key focus area to ensure residents can enjoy clean parks and public spaces. The City of Richmond has made efforts to ensure that there are garbage cans, and in many cases recycling options, in public spaces throughout the city.

In addition, City crews work seven days a week to collect litter from parks, school grounds, roadsides, sidewalks and boulevards. They empty garbage and recycling from approximately 5,100 City litter and recycling receptacles in the community each week, and assist with removing graffiti from City garbage cans. As well, they collect illegally-dumped materials found on City property and provide safe disposal and recycling of these items. Together, these measures help to support a safe and appealing community.

DID YOU KNOW?

The City sponsors engaging programs at elementary schools to teach students about reducing litter, and promotes a litter-free community through its Partners for Beautification Program.

APPROXIMATELY
5,000 LOADS OF LITTER & RECYCLABLES
 COLLECTED
 FROM
 APPROXIMATELY **5,100** CITY LITTER & RECYCLING
 RECEPTACLES

Commercial buildings and multi-family complexes share a responsibility for recycling. Property owners and managers can facilitate recycling with well-designed recycling and garbage centres. Richmond has developed guidelines to help ensure commercial buildings and multi-family complexes are designed with accessible, centralized and well-organized recycling facilities. Increasing recycling in these buildings is integral to achieving the City's goals for reducing garbage going to landfills.

COMMERCIAL BUILDING GUIDELINES

Effective garbage and recycling management at commercial buildings is most successful when these facilities are integrated into the design and operations of the building or site. To support this, the City of Richmond has developed commercial building guidelines that are outlined in the City of Richmond Design Considerations for Commercial Properties: Recycling and Garbage. These guidelines assist designers and developers of commercial buildings in three key areas:

- the design of storage facilities for garbage and recycling;
- selection of containers for garbage and recycling; and
- planning of access for both tenants and collection service providers.

These guidelines help commercial property owners by giving general advice for meeting City regulations and suggesting goals for effective garbage and recycling programs. This information is provided as a resource and should be used with, not in place of, all applicable building codes, City standards and other relevant legislation.

For more information, visit www.richmond.ca/recycle.

MULTI-FAMILY BUILDING GUIDELINES

All multi-family residential and mixed-use buildings in Richmond require adequate storage for garbage and recycling, and these storage areas must meet Building Code Regulations.

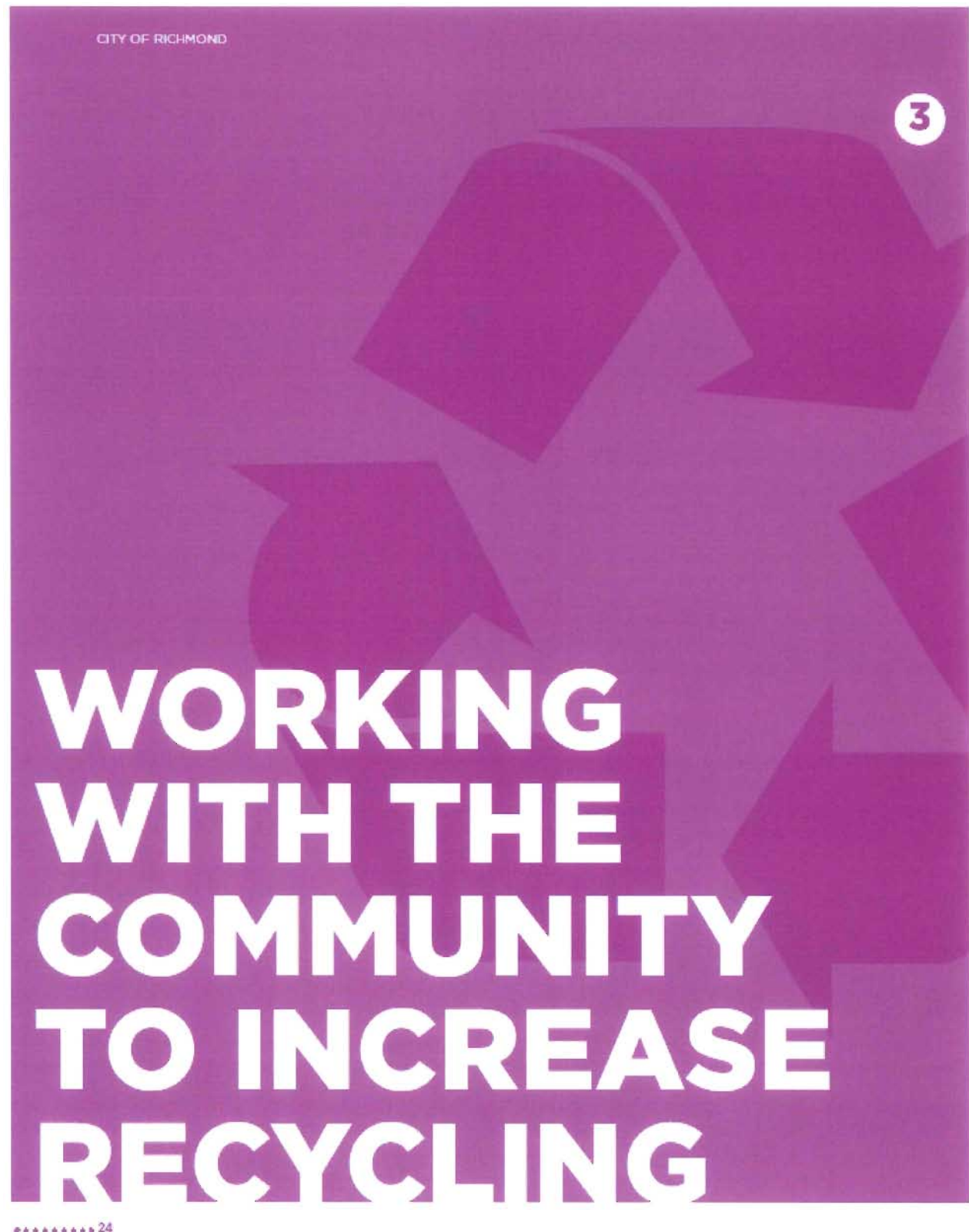
At the same time, garbage and recycling collection at multi-family and mixed-use buildings is an area where there is potential for future expansion and improvement.

As an important foundation, the City of Richmond has developed Multi-family Building Guidelines to help support consistent standards at all buildings. The guidelines include information such as basic service requirements, container access for residents and collection, and maximum container size. The information is provided as a convenient source of information, and property owners are responsible for ensuring they meet all applicable building codes, City standards and other relevant legislation.

For more information, visit www.richmond.ca/recycle.

DID YOU KNOW?

Starting in January 2015, food scraps cannot be put in the garbage, and starting in July 2015, penalties such as surcharges will apply if food scraps are found in garbage loads at the landfill. Commercial operators may qualify for City Green Cart service. For details visit www.richmond.ca/greencart.



2013 REPORT • ACHIEVING GOALS THROUGH COMMUNITY OUTREACH

OUTREACH AND CUSTOMER SERVICE

SUPPORTING AWARENESS AND EDUCATION

Richmond recognizes that providing recycling services is the first important step in reducing waste; however, the second critical step is communication and community engagement. This includes informing residents about City and partner programs and services available in the community, educating them on how to use the programs, raising awareness about why recycling and reducing waste is important, and engaging the community to help design programs that fit their needs and priorities. The third essential step is providing excellent customer service. With its commitment to community outreach and customer service, the City goes beyond providing services – it supports residents so they can be successful in reducing their waste.



In 2014, approximately 178 youth volunteered more than 1,200 hours in Richmond's Green Ambassador program to support recycling awareness at events and outreach displays.



CUSTOMER SERVICE

Richmond's successful outreach and customer service programs are designed to help turn information and education into action. By working with children and youth through school programs and the Green Ambassadors, Richmond creates a learning environment where students gain a better understanding about recycling and sustainable waste management, and then apply their skills as volunteers and through school activities. Providing outreach, customer support services and information materials also assists residents by increasing their understanding of how to recycle along with new tools and services to promote recycling at home and on the go.

The Environmental Programs Information Line staff assisted customers with more than 20,190 calls in 2014, answering questions, assisting with requests relating to garbage and recycling and providing guidance on where to go for additional information and resources. Richmond also assists customers directly at the Recycling Depot, and through its outreach programs in the community.

At the Depot, staff provide assistance with where and how to recycle using its drop-off options, answer questions about City programs and services and sell products such as compost bins and rain barrels as well as Garbage Tags and Garbage Disposal Vouchers. Through outreach, Richmond goes into the community to connect with residents to share information and respond to questions.

20,190
CUSTOMER SERVICE
CALLS SUPPORTED

9,600
GARBAGE TAGS SOLD

761
GARBAGE DISPOSAL
VOUCHERS SOLD

71 COMPOST
BINS SOLD

Richmond measures the success of its programs, customer service and community engagement by monitoring a number of performance indicators, such as continued progress towards its goals for reducing waste, the community's impressive track record for using programs properly to keep banned recyclables out of the garbage, and low contamination levels thanks to residents sorting recyclable materials into the correct containers.

2014 HIGHLIGHTS

ENGAGING STUDENTS

In 2014, the City hosted Clean Up Your Act and Zero Heroes shows at elementary schools to promote responsible actions to avoid littering, graffiti and vandalism. The shows reached 2,680 elementary school students and 135 teachers. To reinforce what they learned, these schools participated in the My School Sparkles Contest, which has two categories, and the Zero Heroes Contest. For the My School Sparkles Contest, schools are evaluated on levels of littering before and after the show. The winners of the "My School Always Sparkles" category for the school with the least amount of litter on its school grounds and adjacent public space were Sea Island Elementary School and Spul'u'kwuks Elementary School. The winner of the "My School is Sparkling" category for the school that demonstrated the most improvement was awarded to Anderson Elementary School. The Zero Heroes Contest is based on collecting pledges to reduce and recycle waste. The winners of the Zero Heroes Contest was Talmey Elementary School.

RICHMOND GREEN AMBASSADORS

Richmond's Green Ambassadors are dedicated high school students who participate in monthly workshops to learn about environmental sustainability and apply what they have learned as volunteers at City events and activities. In 2014, approximately 178 students in the program contributed more than 1,200 volunteer hours to promote recycling at community events and organize the REaDY Summit. These energetic and environmentally conscious individuals also manage green initiatives in their school.

RICHMOND HOSTS ANNUAL EARTH DAY SUMMIT

The Richmond Earth Day Youth (REaDY) Summit was a resounding success again in 2014 thanks to volunteer support and community partnerships, City staff, the Richmond School Board, the David Suzuki Foundation, and the Richmond Green Ambassadors.

The summit was again successful in increasing awareness of environmental sustainability, fostering continual interest in recycling and reducing waste, and raising awareness on sustainability issues identified by local youth. The Summit featured a keynote address by Dr. David Suzuki and included 15 environmental sustainability workshops. The 88 Green Ambassadors who worked on supporting this event dedicated 1,850 hours of volunteer time throughout the school year. Over 600 delegates attended, and the Green Ambassadors helped organizers achieve a 97.5% diversion of waste through recycling – exceeding their 76% target.

CITY OF RICHMOND

**EVENT RECYCLING**

Recycling stations are required for all special event bookings taking place in Richmond. For some events, the City hosts recycling stations with assistance from the Green Ambassador volunteers. This involves setting up recycling stations and having recycling assistants at the event to advise people on how to recycle. In 2014, the City hosted recycling stations at eight events, including the Public Works Open House, Farmer's Market, REaDY Summit, Kajaks' Track/Field Tournament, Ship to Shore Festival, Salmon Festival and Maritime Festival. Typically, very high diversion rates are achieved thanks to the efforts of the City's Green Ambassadors. Examples include:

- Ships to Shore – 92.18% diversion rate
- Salmon Festival – 88.28% diversion rate
- Maritime Festival – 85.06% diversion rate
- REaDY Summit – 97.5% diversion rate

The City also supports events by providing organizers with recycling bins for events at no charge. The City's convenient resources include recycling stations and garbage carts rentals and collection services, which makes it easy for event organizers to keep the venue clean and recyclables out of the landfill. In 2014, six events used the City's event recycling program to help keep recyclable materials out of the garbage at events.

PARTNERS FOR BEAUTIFICATION

This program engages residents and groups to participate in enhancing the beauty of the City by becoming involved in various environmental adoption stewardship programs where volunteers adopt public spaces in their community by keeping them litter free and looking beautiful. In 2014, 443 volunteers contributed 870 hours toward various beautification initiatives.

CHRISTMAS TREE RECYCLING

The City hosted its annual Christmas Tree Recycling service at Garry Point. Thanks to the participation of residents who brought their trees in for recycling, Richmond collected and chipped 14 tonnes of chips and sent them to Harvest Power and Ecowaste for composting.

2014 REPORT • LEADERSHIP AND EXCELLENCE TO ACHIEVE GOALS



COMMUNITY WORKSHOPS

Richmond's free community workshops provide education and tips that support recycling and waste reduction techniques. In 2014, the City hosted 28 community workshops with a total of 616 participants. A summary of workshops that focus on helping residents towards the City's goal for 80% waste diversion is provided below.

For information on the workshops, email esoutreach@richmond.ca. To attend free workshops offered by the City, visit richmond.ca/register or call 604-276-4300 and press "2" at the prompt (Monday to Friday from 8:30 a.m. to 5:30 p.m.) to register.

COMMUNITY WORKSHOPS			
TYPE OF WORKSHOP	NUMBER OF WORKSHOPS	NUMBER OF PARTICIPANTS	DESCRIPTION
Composting Workshops	8	80	Whether a novice or an experienced compost creator, learn simple compost harvesting techniques and how to effectively convert food and yard waste into an organic soil conditioner.
Do-it-yourself Recycling Workshops	8	161	Turn second hand items into amazing treasures. Participants learn how to 'upcycle' various old items into new things such as vertical pallet gardens, stationary items, holiday-themed gift baskets and repurposing old clothing into new knit or crocheted items.
Food Waste Reduction Workshops	10	336	Reduce food waste by learning harvesting, freezing/canning, and, fermenting techniques to store foods.
Eco-cleaning	2	39	Homemade household cleaners work well, save money and are less harmful to people, animals and the environment. With a few easy steps, participants learn to make and use eco-friendly cleaners. Eco-cleaning reduces the use of toxic household items, and the course includes tips on how to recycle and safely dispose of these harmful materials.
Total	28	616	



2013 REPORT • ACHIEVING GOALS THROUGH COMMUNITY ENGAGEMENT

TIPS AND RESOURCES

EASY STEPS TO INCREASE RECYCLING AND REDUCE WASTE

In Richmond, we care about our community, and we are working together to trim our waste. The City works with residents and community partners to make it easy and convenient to reuse and recycle at home and on the go. It's all about making recycling a way of life. This at-a-glance resource on the various types of recycling programs and services available through the City of Richmond is a valuable guide to support being recycling smart in Richmond. The Tips and Resources include highlights such as how and where to recycle, what to do with hazardous waste and where to find additional information.

Resources also include contact information and locations for Richmond services and community partners involved in take back collection through product stewardship programs. Together these Tips and Resources help to support maximum recycling with minimum contamination in the waste going to the landfill.



Richmond's Environmental Program staff share information on tips and resources by phone, through outreach events and on the website.

CITY OF RICHMOND



BLUE BOX

Starting the week of May 19, 2014, Richmond expanded its Blue Box program to include more types of plastic containers plus milk cartons, paper and plastic drink cups, flower pots, aerosol cans and spiral wound tins like frozen juice concentrate containers.

Recyclable materials from the Blue Box program are collected from single-family homes and some townhome complexes on the same day that garbage is collected. Containers are placed into the Blue Box, glass bottles and jars are placed in the grey Glass Recycling Bin and all paper products, including newspaper and cardboard are placed in the yellow Mixed Paper Recycling Bag. Blue Boxes are available in two sizes: regular (16 gallons) and tall (22 gallons) for extra capacity.

For a list of items accepted in Blue Box recycling, see page 33 or visit www.richmond.ca/recycle.

Set Out Time

Before 7:30 a.m. on collection day.

Report a Missed Collection

Call 604-276-4010 or email garbageandrecycling@richmond.ca.

How to Get a Mixed Paper Recycling Bag, Glass Recycling Bin or Blue Box

There is no charge for new or replacement Blue Boxes, Glass Recycling Bins or Mixed Paper Recycling Bags.

For additional Blue Box supplies call 604-276-4010, order them online at www.richmond.ca/recycle, or pick them up at the following locations:

City Recycling Depot

5555 Lynas Lane
Wednesday to Sunday (Closed on Mondays, Tuesdays & Statutory Holidays)
9:00 a.m. to 6:15 p.m.

City Hall

6911 No. 3 Road
Monday to Friday (Closed on Saturdays, Sundays & Statutory Holidays)
8:15 a.m. to 5:00 p.m.

2014 REPORT • LEADERSHIP AND EXCELLENCE TO ACHIEVE GOALS

WHAT GOES WHERE:



MIXED PAPER RECYCLING BAG

ACCEPTED

- ✓ Newspapers, inserts & flyers
- ✓ Flattened cardboard boxes
- ✓ Catalogues & magazines
- ✓ Cereal boxes
- ✓ Clean pizza boxes
- ✓ Corrugated cardboard (small pieces)
- ✓ Envelopes
- ✓ Junk mail
- ✓ Paper bags
- ✓ Paper egg cartons
- ✓ Paper gift wrap & greeting cards
- ✓ Telephone books
- ✓ Writing paper (notepads, loose leaf paper, white or coloured paper, printed paper, shredded paper)

HOW TO RECYCLE

- Remove plastic liners/covers.
- Remove any food residue.
- Flatten boxes.
- Place in **Mixed Paper Recycling Bag**.
- Cardboard is limited to one bundle per week. Bundle size: 3 ft x 2 ft x 4 in (90 cm x 60 cm x 10 cm)

Note: Oversized/excessive amounts of cardboard can be dropped off at the City's Recycling Depot at 5555 Lynas Lane.

NOT ACCEPTED

- ✗ Cardboard boxes with wax coating
- ✗ Plastic bags used to cover newspapers/flyers
- ✗ Metallic wrapping paper
- ✗ Ribbons or bows
- ✗ Musical greeting cards with batteries
- ✗ Padded envelopes
- ✗ Plastic or foil candy wrappers

GLASS RECYCLING BIN

ACCEPTED

- ✓ Clear or coloured glass bottles & jars (pickle jars, jam jars, spaghetti sauce jars, soy sauce bottles)

HOW TO RECYCLE

- Remove lids & caps.
- Remove food residue.
- Empty & rinse.
- Place in Glass Recycling Bin.

NOT ACCEPTED

- ✗ Glasses, dishes, cookware, window glass or mirrors
- ✗ Ceramic products
- ✗ Lids & caps (place in Blue Box)

BLUE BOX AND CONTAINERS

ACCEPTED

- ✓ **New!** Aerosol cans & caps (food items, air fresheners, shaving cream, deodorant, hairspray)
- ✓ **New!** Microwavable bowls, cups & lids
- ✓ **New!** Paper food containers & cartons (ice-cream, milk, liquid whipping cream)
- ✓ **New!** Paper & plastic drink cups with lids
- ✓ **New!** Plastic containers, trays & caps (bakery containers & deli trays)
- ✓ **New!** Plastic and paper garden pots & trays
- ✓ **New!** Spiral wound paper cans & lids (frozen juice, potato chips, cookie dough, coffee, nuts, baby formula)
- ✓ Aluminium cans & lids
- ✓ Aluminium foil & foil containers (foil wrap, pie plates, food trays)
- ✓ Plastic bottles & caps (food items, condiments such as ketchup, mustard & relish, dish soap, mouthwash, shampoos, conditioners)
- ✓ Plastic jars & lids
- ✓ Plastic tubs & lids (margarine, spreads, dairy products such as yogurt, cottage cheese, sour cream, ice cream)
- ✓ Tin cans & lids

HOW TO RECYCLE

- Remove food residue.
- Remove caps or lids; place loose in the Blue Box.
- Empty and rinse.
- Place in **Blue Box**.

Note: Flatten and/or stack containers where possible.

NOT ACCEPTED

- ✗ Ceramic plant pots
- ✗ Compostable/biodegradable plastic bags & containers
- ✗ Containers for motor oil, or vehicle lubricant or wax products
- ✗ Foil-lined cardboard lids from take-out containers
- ✗ Garden hoses
- ✗ Plastic bags & over wrap (take to Recycling Depot)
- ✗ Plastic string or rope
- ✗ Spray paint cans (take to Recycling Depot)
- ✗ Styrofoam materials (take to Recycling Depot)

CITY OF RICHMOND



BLUE CART

All multi-level multi-family complexes like apartments and condominiums and some townhomes have a recycling depot with Blue Carts for recycling mixed paper, containers and glass. They are generally located in the garbage room or other convenient location.

Starting the week of May 19, 2014, Richmond expanded its Blue Cart program to include more types of plastic containers plus milk cartons, paper and plastic drink cups, flower pots, aerosol cans and spiral wound tins like frozen juice concentrate containers.

For sorting recycling, containers are placed in the Containers Recycling Cart, glass bottles and jars are placed in the Glass Recycling Cart and paper products including newspaper and cardboard are placed in the Mixed Paper Recycling Cart. These recyclable materials are banned from landfill.

The carts are emptied once a week. Statutory holidays do not generally affect the collection; however, Christmas Day may delay collection by one day if it falls on a weekday. For information about the recycling depot location in your building, contact your building manager or property manager.

For a list of items accepted in Blue Cart recycling, see page 35 or visit www.richmond.ca/recycle.

Cart Emptying

Some carts are retrieved from their site, however, some are brought out to a collection area.

Carts brought out must be at the collection area before 7:30 a.m.

Report a Missed Collection

Call 604-276-4010 or email garbageandrecycling@richmond.ca.

How to Get an Indoor Collection Bag for Blue Cart Recycling

There is no charge for new or replacement Blue Cart recycling bags. For additional bags call 604-276-4010, order them online at www.richmond.ca/recycle, or pick them up at the following locations:

City Recycling Depot

5555 Lynas Lane
Wednesday to Sunday (Closed on Mondays, Tuesdays & Statutory Holidays)
9:00 a.m. to 6:15 p.m.

City Hall

6911 No. 3 Road
Monday to Friday (Closed on Saturdays, Sundays & Statutory Holidays)
8:15 a.m. to 5:00 p.m.

2014 REPORT • LEADERSHIP AND EXCELLENCE TO ACHIEVE GOALS

WHAT GOES WHERE:



MIXED PAPER RECYCLING CART

ACCEPTED

- ✓ Newspapers, inserts & flyers
- ✓ Flattened cardboard boxes
- ✓ Catalogues & magazines
- ✓ Cereal boxes
- ✓ Clean pizza boxes
- ✓ Corrugated cardboard (small pieces)
- ✓ Envelopes
- ✓ Junk mail
- ✓ Paper bags
- ✓ Paper egg cartons
- ✓ Paper gift wrap & greeting cards
- ✓ Telephone books
- ✓ Writing paper (notepads, loose leaf paper, white or coloured paper, printed paper, shredded paper)

HOW TO RECYCLE

- Remove plastic liners/covers.
- Remove any food residue.
- Flatten boxes.
- Place In **Mixed Paper Recycling Cart**.

Note: Oversized/excessive amounts of cardboard can be dropped off at the City's Recycling Depot at 5555 Lynas Lane.

NOT ACCEPTED

- ✗ Cardboard boxes with wax coating
- ✗ Plastic bags used to cover newspapers/flyers
- ✗ Metallic wrapping paper
- ✗ Ribbons or bows
- ✗ Musical greeting cards with batteries
- ✗ Padded envelopes
- ✗ Plastic or foil candy wrappers

GLASS RECYCLING CART

ACCEPTED

- ✓ Clear or coloured glass bottles & jars (pickle jars, jam jars, spaghetti sauce jars, soy sauce bottles)

HOW TO RECYCLE

- Remove lids & caps.
- Remove food residue.
- Empty & rinse.
- Place In **Glass Recycling Cart**.

NOT ACCEPTED

- ✗ Glasses, dishes, cookware, window glass or mirrors
- ✗ Ceramic products
- ✗ Lids & caps (place in Blue Box)

CONTAINERS RECYCLING CART

ACCEPTED

- ✓ **New!** Aerosol cans & caps (food items, air fresheners, shaving cream, deodorant, hairspray)
- ✓ **New!** Microwavable bowls, cups & lids
- ✓ **New!** Paper food containers & cartons (ice-cream, milk, liquid whipping cream)
- ✓ **New!** Paper & plastic drink cups with lids
- ✓ **New!** Plastic containers, trays & caps (bakery containers & deli trays)
- ✓ **New!** Plastic and paper garden pots & trays
- ✓ **New!** Spiral wound paper cans & lids (frozen juice, potato chips, cookie dough, coffee, nuts, baby formula)
- ✓ Aluminium cans & lids
- ✓ Aluminium foil & foil containers (foil wrap, pie plates, food trays)
- ✓ Plastic bottles & caps (food items, condiments such as ketchup, mustard & relish, dish soap, mouthwash, shampoos, conditioners)
- ✓ Plastic jars & lids
- ✓ Plastic tubs & lids (margarine, spreads, dairy products such as yogurt, cottage cheese, sour cream, ice cream)
- ✓ Tin cans & lids

HOW TO RECYCLE

- Remove food residue.
- Remove caps or lids; place loose in the Blue Box.
- Empty and rinse.
- Place In **Containers Recycling Cart**.

Note: Flatten and/or stack containers where possible.

NOT ACCEPTED

- ✗ Ceramic plant pots
- ✗ Compostable/biodegradable plastic bags & containers
- ✗ Containers for motor oil, or vehicle lubricant or wax products
- ✗ Foil-lined cardboard lids from take-out containers
- ✗ Garden hoses
- ✗ Plastic bags & over wrap (take to Recycling Depot)
- ✗ Plastic string or rope
- ✗ Spray paint cans (take to Recycling Depot)
- ✗ Styrofoam materials (take to Recycling Depot)

CITY OF RICHMOND

GREEN CART

Residents in single-family homes and townhomes with City garbage and/or Blue Box service have Green Carts to recycle food scraps and yard trimmings. Richmond is also working to expand Green Cart recycling to include multi-family complexes with centralized collection so that all Richmond residents have access to food scraps recycling before July 2015. When you recycle with a Green Cart, you are helping turn food scraps and yard trimmings into compost for nutrient-rich soil.

Residents may continue to use Green Cans for excess food scraps and yard trimmings. Paper yard waste bags and tied bundles of yard trimmings are also accepted. Please visit www.richmond.ca/recycle for more information.

Please note that Green Carts stay with the property. If residents move to another house in Richmond, they will have a Green Cart at that location. If there is no cart, please call 604-276-4010.

WHAT GOES IN THE GREEN CART:



FOOD SCRAPS

ACCEPTED

- ✓ Fruit
- ✓ Breads, pasta, rice & noodles
- ✓ Coffee grounds & filters
- ✓ Table scraps & food scrapings
- ✓ Meat, poultry, fish, shellfish & bones
- ✓ Eggshells

- ✓ Paper towels/napkin/plates
- ✓ Pizza delivery boxes
- ✓ Vegetables
- ✓ Tea bags
- ✓ Dairy products
- ✓ Solid grease

HOW TO RECYCLE

- Collect food scraps in your kitchen container.
- Empty materials from your kitchen container into your Green Cart.
- Place your Green Cart at the curb along with unlimited paper yard trimmings bags and/or Green Cans, Blue Box recycling and garbage by 7:30 a.m. on your regular collection day.

NOT ACCEPTED

- ✗ Coffee cups
- ✗ Cork or Styrofoam cups, meat trays or takeout containers
- ✗ Liquid grease
- ✗ Pet feces or kitty litter
- ✗ Plastic bags, biodegradable or compostable bags
- ✗ Plastic wraps

YARD TRIMMINGS

ACCEPTED

- ✓ Flowers
- ✓ Grass clippings
- ✓ Leaves
- ✓ Other organic yard materials
- ✓ Plants (living or dead/dried)
- ✓ Plant trimmings
- ✓ Tree & hedge prunings

HOW TO RECYCLE

- Place yard trimmings into Green Cart along with your food scraps.
- Extra yard trimmings can go in large paper bags or additional labeled Green Cans.
- Place your Green Cart at the curb along with unlimited paper yard trimmings bags and/or Green Cans, Blue Box recycling and garbage by 7:30 a.m. on your regular collection day.

NOT ACCEPTED

- ✗ Plastic bags, biodegradable or compostable bags
- ✗ Diseased plants
- ✗ Garden hoses or flower pots
- ✗ Prunings over 4 inches (10 cm) in diameter
- ✗ Rocks, dirt or sod
- ✗ Wood products

Yard Trimmings
Drop-off Locations

Richmond residents can drop off yard trimmings (see above for materials accepted) at the following locations, free of charge with proof of residency.

Ecowaste Industries
15111 Triangle Road
Open Monday to Friday from 7:00 a.m. to 5:30 p.m.
(last load in at 4:30 p.m.)
Open Saturday and Sunday from 8:00 a.m. to 4:00 p.m.
(last load in at 4:00 p.m.)
Visit ecowaste.com or call 604-277-1410 for detailed information.

City Recycling Depot
5555 Lynas Lane
Wednesday to Sunday (Closed on Mondays, Tuesdays & Statutory Holidays)
9:00 a.m. to 6:15 p.m.

There is no charge for dropping off amounts less than one cubic yard (a car, station wagon or minivan load). Large loads are charged a fee of \$20 per cubic yard. Commercial operators will be charged a fee of \$20 per cubic yard.

2014 REPORT • LEADERSHIP AND EXCELLENCE TO ACHIEVE GOALS



HOME COMPOSTING

Home composting turns your food scraps and yard trimmings into nutrient-rich soil that can be spread on lawns and flowerbeds.

BACKYARD COMPOST BIN

"Garden Gourmet" compost bins are available to Richmond residents at the Recycling Depot for \$25 plus tax. The bin dimensions are 36 inches (90 cm) high, 22 inches (56 cm) wide and 22 inches (56 cm) deep. They are suitable for residential backyard composting of grass, leaves, vegetable trimmings, fruit trimmings and other miscellaneous organic garden trimmings.

COMPOSTING WORKSHOPS

To learn about composting, attend a Richmond composting workshop, held from January to November. Visit www.richmond.ca/register for workshop dates and locations or call Parks & Recreation at 604-276-4300 and press '2' from Monday to Friday between 8:30 a.m. to 5:30 p.m.

COMPOST HOTLINE

The Compost Hotline offers support and tips for best practices in home composting. It is operated by City Farmer, which has researched and promoted the best methods of urban composting since 1978.

Compost Hotline

Phone: 604-736-2250

Email: composthotline@telus.net

COMPOST DEMONSTRATION GARDEN

A compost demonstration garden is located at 2631 Westminster Highway in the Terra Nova Rural Park. Composting demonstration units are on display for viewing year-round, from dawn to dusk.



Nitrogen Rich Green Materials:

- PLANT TRIMMINGS
- FRUIT & VEGETABLE PEELINGS
- FRESH GRASS CLIPPINGS
- COFFEE GROUNDS & TEA LEAVES

Carbon Rich Brown Materials:

- DRY LEAVES
- SAWDUST
- STRAW
- SHREDDED NEWSPAPER CLIPPINGS

HOW TO COMPOST

- 1** USING A BACKYARD COMPOST BIN, START WITH A GOOD LAYER OF COARSE ORGANIC MATERIAL, SUCH AS STRAW, LEAVES OR PRUNING AT THE BOTTOM TO ALLOW AIR TO CIRCULATE.
- 2** ADD A GOOD LAYER OF NITROGEN-RICH GREEN MATERIAL FOLLOWED BY ONE LAYER OF CARBON-RICH BROWN MATERIAL, UNTIL THE BIN IS FULL.
- 3** COMPOST REQUIRES AIR. TURN AND STIR YOUR COMPOST WEEKLY SO THE ORGANISMS GET NECESSARY OXYGEN.
- 4** COMPOST REQUIRES MOISTURE. WATER YOUR COMPOST BIN FREQUENTLY, TO ENSURE IT STAYS AS MOIST AS A WRING-OUT SPONGE.
- 5** GIVE IT TIME - IN 12-18 MONTHS, MATERIAL AT THE BOTTOM AND MIDDLE OF THE BIN SHOULD BE COMPOSTED. USE THIS THROUGHOUT YOUR GARDEN. USE THE UN-COMPOSTED MATERIAL TO START A NEW BATCH. CHIPPING OR CHOPPING THE MATERIAL CAN INCREASE THE SPEED OF THE PROCESS. REGULAR AERATION IS KEY TO SUCCESSFUL COMPOSTING.

CITY OF RICHMOND

GARBAGE COLLECTION

CURBSIDE COLLECTION SERVICE

Two Can Limit

Garbage is collected weekly for all single-family residents and some townhome complexes.

Garbage pickup in Richmond is limited to two containers (cans or bags) per week for each address or service. A \$2 Garbage Tag is required for each additional container or equivalent.

How Big Is a "Can"?

For the purposes of garbage pickup in Richmond, each of the following represents one can:

- A garbage can with lid
- Standard size: 19 inches x 27 inches (48 cm x 56 cm)
- Maximum size allowed: 24 inches x 32 inches (61 cm x 81 cm)
- An equivalent container should not exceed 3 cubic feet (100 L)

How Big Is a "Bag"?

- Standard size: 24 inches x 36 inches (61 cm x 91 cm)
- Maximum size allowed: 30 inches x 48 inches (76 cm x 120 cm)
- Any other container being used should not exceed 3 feet x 2 feet (91 cm x 60 cm)

Preparing Garbage for Collection

Loose garbage must be securely packed in plastic bags. This includes ashes, kitty litter, disposal diapers, vacuum cleaner sweepings and other loose household garbage.

To reduce litter and damage by animals, place bags and other garbage in plastic cans wherever possible. Garbage must be packed in plastic bags and then placed in cans with secure lids. Loose plastic bags must not rip when lifted.

All garbage must be placed at curbside before 7:30 a.m. on collection day but no earlier than 8:00 p.m. the day before. Do not place receptacles or other items on the road.

Residents are responsible for cleaning up any loose materials that have been scattered over the ground by animals, wind or vandalism.

Sign Up for Collection Day Reminders

Visit www.richmond.ca/recycle for details.

Extra Item Disposal Options

Purchase Garbage Tags or Garbage Disposal Vouchers to dispose of extra garbage.

\$2 Garbage Tags

Garbage Tags are available for purchase at all City facilities. One Garbage Tag is good for an additional garbage bag or can.

Garbage Disposal Vouchers

Richmond residents may purchase a Garbage Disposal Voucher for \$5 at all City facilities. These vouchers are good for \$20 at the Vancouver Landfill, and are valid anytime. They are limited to one per household. Visit www.richmond.ca/recycle for a list of City facilities selling Garbage Tags and Garbage Disposal Vouchers.

Large Item Pick-Up Program

Residents in single-family homes and some townhomes can arrange for curbside collection of four large household items each year.

The following items are **not** accepted in the garbage:

MATERIAL	HOW TO RECYCLE OR DISPOSE
X DEMOLITION WASTE	• Take to Ecowaste Industries at 15111 Triangle Road, or call the RCBC Recycling hotline at 604-RECYCLE (732-9253).
X DIRT, ROCK, CONCRETE OR BRICKS	• Take to Ecowaste Industries. Visit ecowaste.com or call 604-277-1410 for accepted items & hours.
X DRYWALL (GYPSUM, SHEETROCK, PLASTERBOARD, GYPROC & WALLBOARD)	• Take to the Vancouver Landfill at 5400 72nd Street, Delta or Ecowaste Industries. Visit ecowaste.com or call 604-277-1410 for accepted items & hours.
X GARBAGE BEYOND THE TWO CAN LIMIT	• Purchase a \$2 Garbage Tag at City facilities and put on can or bag. See Extra Item Disposal Options.
X HAZARDOUS WASTE	• Call RCBC Recycling Hotline at 604-RECYCLE, visit www.metrovancouverrecycles.org or see page 46 for drop-off locations.
X MATERIALS THAT ARE TOO BIG OR MAY DAMAGE GARBAGE TRUCK	• See Large Item Pick Up program on page 39 for disposal options.
X PROVINCIAL PRODUCT STEWARDSHIP COLLECTION (TAKE-BACK) ITEMS	• Visit bcstewards.com or call 604-RECYCLE.
X RECYCLABLES (BLUE BOX & BLUE CART)	• Place in appropriate recycling receptacle unless it is contaminated by food or other waste.
X UNWRAPPED OR LOOSE GARBAGE	• Must be in garbage bag or can.
X YARD TRIMMINGS & FOOD SCRAPS	<ul style="list-style-type: none"> • Place in Green Carts or for yard trimmings only, paper yard waste bags. • For yard trimmings only, one cubic yard or less may be dropped off at Recycling Depot. Unlimited amounts of yard trimmings can be dropped off at Ecowaste Industries with proof of residency. • Check Green Cart section for restrictions and accepted materials on page 36.

CURBSIDE COLLECTION FOR LARGE HOUSEHOLD ITEMS

Richmond's Large Item Pick Up program provides a convenient curbside collection service for up to four large household items per year, including mattresses, furniture and appliances. The program is available to residents in single-family homes and townhomes with the City's garbage collection service and/or Blue Box program.

This program is designed to make it more convenient for residents to dispose of large household items and to help reduce illegal dumping. As well, through this program, large household items that can be recycled will be diverted from the landfill, which will help Richmond achieve its goal for 80% waste diversion from the landfill by 2020.

STEPS ON HOW THE PROGRAM WORKS:

- 1** To schedule collection of up to four items per year, residents can contact the City's service provider, Sierra Waste Services at 604-270-4722 or schedule online at www.richmond.ca/largeitem.
- 2** Sierra Waste Services will contact you to provide a pick up date and confirmation number.
- 3** On your scheduled pick up date only, place items at the curb before 7:30 a.m. or no earlier than 8:00 p.m. the night before.

Safety Consideration: If the large item is a freezer, refrigerator, icebox or other container that is equipped with a latch or locking device, the door/latch must be removed and placed beside the large item for safety reasons.



DID YOU KNOW?

Wet mattresses cannot be recycled and pose safety hazards for lifting. Please ensure the mattress stays dry and mould-free by covering it in a plastic bag. Reuse the bag from newly-purchased mattresses or purchase bags from home hardware and supply stores. Mattresses not wrapped in plastic will not be picked up.

LIST OF ITEMS ACCEPTED

ACCEPTED	NOT ACCEPTED
<ul style="list-style-type: none"> ✓ Furniture (e.g. couches, coffee tables, chairs, desks, dressers, TV stands, cabinets, drawers, tables, hutches, cribs, high chairs, entertainment centres) ✓ Appliances (e.g. stoves, dishwashers, washers and/or dryers, hot water tanks, refrigerators, freezers, microwaves, coolers) ✓ Small household goods, which must be in boxes or bundled and are a reasonable size (one box or bundle is equal to one of the resident's four allotted items) ✓ Barbecues (remove propane tank and/or lava rock briquettes) ✓ Outdoor furniture (e.g. chairs, patio tables, patio umbrellas) ✓ Weight training equipment (e.g. treadmills, ellipticals, stationary bikes, stair masters, weight sets) ✓ Electric lawnmowers ✓ Mattresses (including headboard and frame) – please cover your mattress with a plastic bag. 	<ul style="list-style-type: none"> ✗ Car bodies or parts ✗ Tree stumps ✗ Carpets ✗ Lumber, demolition or home renovation materials ✗ Hazardous waste ✗ Propane tanks ✗ Tires ✗ Gas mowers ✗ Construction materials <p>Note: Items that contain any hazardous liquids such as gas, oil, etc. will not be accepted.</p> <p>See page 46 - 52 for disposal locations.</p>

Note: The item(s) must be able to be safely handled from the curbside in order to qualify for collection.

CITY OF RICHMOND



RECYCLING DEPOT

The Richmond Recycling Depot is located at 5555 Lynas Lane and is open from Wednesday through Sunday from 9:00 a.m. to 6:15 p.m. The Depot accepts Styrofoam, batteries, cell phones, used cooking oil, large appliances, large metal items and yard trimmings, as well as recyclables normally placed at curbside.

Residents are encouraged to use the curbside recyclables collection for glass bottles and jars, rigid plastic containers, newsprint and mixed paper. Businesses are encouraged to subscribe to onsite collection services if a large quantity of recyclables is produced. Residents and small business operators can drop off one cubic yard of recyclables and three large appliances at the Depot per day.

In addition, the Depot is a Product Stewardship (Take Back) Collection site for paint, solvents, flammable liquids, pesticides, lights, lighting fixtures and small appliances.

FOR SALE AT THE RECYCLING DEPOT

Residents can purchase the following items from the Depot:

- Compost bins - \$25 each
- Rain barrels - \$30 each
- Extra Garbage Tags - \$2 each
- Garbage Disposal Vouchers (cost is \$5 for Richmond residents and value is \$20 at the Vancouver Landfill)



TIP FOR RESIDENTS

Residents can purchase compost bins from the Richmond Recycling Depot. To learn more about how to compost, see page 37, or visit the Compost Demonstration Garden located at 2631 Westminister Highway in the Terra Nova Rural Park.

2014 REPORT • LEADERSHIP AND EXCELLENCE TO ACHIEVE GOALS

**MATERIALS ACCEPTED AT THE RICHMOND RECYCLING DEPOT**

Please note: All materials must be sorted into different containers at the Recycling Depot. Please visit www.richmond.ca/recycle for drop-off details.

- | | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|
| ✓ Aluminium materials (aluminium foil, pie plates) | ✓ Flammable aerosols | ✓ Newspaper |
| ✓ Appliances (small and large electrical/battery operated appliances including Dishwashers, washing machines, stoves, barbeques, ovens, microwaves, fridges, freezers, vacuums, hair dryers, toaster ovens, etc.) | ✓ Flammable liquids | ✓ Paints (household paints) |
| ✓ Batteries (small household batteries less than 5 kg) | ✓ Flower pots (paper/plastic garden pots) | ✓ Paint aerosols |
| ✓ Books | ✓ Gasoline | ✓ Pesticides (domestic pesticides) |
| ✓ Cell phones (including batteries) | ✓ Glass bottles and jars (clear and coloured) | ✓ Plastic containers |
| ✓ Cooking oil and animal fat | ✓ Lights (fluorescent tubes, compact fluorescent lights, light emitting diodes, halogen and incandescent lights, high intensity discharge and other mercury containing lamps) | ✓ Plastic grocery shopping bags and film plastics |
| ✓ Corrugated cardboard (flattened, clean corrugated boxes) | ✓ Lighting fixtures | ✓ Sewing, knitting and textile machines |
| ✓ Exercise and hobby machines (treadmills, elliptical / cross trainers, cycling machines) | ✓ Magazines | ✓ Styrofoam packaging |
| | ✓ Metal items (bike frames, clean 45 gallon drums, clean automotive parts, lawn chairs, steel coat hangers, steel or lead piping) | ✓ Tin cans |
| | ✓ Paper (mixed paper products including flattened boxboards, envelopes, junk mail, flyers, inserts, office paper, paper egg cartons, telephone books, etc.) | ✓ Tools (power tools such as angle saws, jigsaws, trimmers, drum machines, etc.) |
| | | ✓ Yard and garden trimmings |

CITY OF RICHMOND



TIP FOR RESIDENTS

Many electronics products can be reused by others and there are convenient services to sell them or give them away. You can also give them to a number of organizations who accept donated equipment to redistribute in the community. Please contact these agencies in advance to ensure they will accept specific items for donation.

BC Electronics Material Exchange: bcmex.ca
Free Geek Vancouver: freegeekvancouver.org

COMMUNITY RESOURCES AND PARTNERS

METRO VANCOUVER RECYCLES — REUSE AND RECYCLE IN THE REGION

A convenient web tool called Metro Vancouver Recycles makes it easy to connect with people who could use products you don't need, or to find options for recycling products that cannot be included in your curbside collection, visit metrovanancouverrecycles.org.

There are also convenient links to online services if you want to sell or give away goods. The following are just a few examples in the Metro Vancouver region:

weRecycle

iPhone app (available from iPhone App Store and at metrovanancouverrecycles.org)

Metro Vancouver Recycling Directory

metrovanancouverrecycles.org

MetroVan Reuses

bc.reuses.com

Richmond Shares

richmondshares.bc.ca

Multi-Material BC (MMBC)

multimaterialbc.ca

RCBC COMMUNITY RESOURCES

Recycling Hotline

Monday to Friday, 9 a.m. to 4 p.m.

Phone: 604-RECYCLE (604-732-9253)

Email: hotline@rcbc.bc.ca

RCBC Recyclepedia at rcbc.bc.ca/recyclepedia

Smart Phone App: BC Recyclepedia App

(available at iPhone App Store and Android Market)

RCBC MATERIALS EXCHANGE PROGRAM (MEX)

The RCBC MEX program is a completely self-serve web-based program comprised of Residential Reuse Programs and the BC Industrial Materials Exchange (BC IMEX) and is available at bc.reuses.com

DID YOU KNOW?

Four, 2-litre plastic bottles can be recycled into one t-shirt, filling for a ski jacket and two ball caps.

2014 REPORT • LEADERSHIP AND EXCELLENCE TO ACHIEVE GOALS



PRODUCT STEWARDSHIP PROGRAMS

The City of Richmond works with local companies and organizations like Product Care and Encorp to support BC's Product Stewardship Programs.

These programs are often called take back programs or Extended Producer Responsibility (EPR) programs, and they are based on the principle that whoever designs, produces, sells or uses a product is also responsible for minimizing that product's environmental impact. The key participants in these programs are the BC government, local governments, producers, retailers and consumers who bring their products to designated collection sites when they are at their end of life. The cost of these programs is covered by consumers and producers, sometimes in the form of a deposit or levy that is charged at the time of purchase. In the case of beverage containers, there are refunds available when they are returned at a collection site.

Take back programs are important as they expand the opportunities for recycling beyond the curbside collection services. There are many household items that can be recycled through businesses and organizations in the community who participate in BC's Product Stewardship Program. Many of these items are also considered hazardous waste, and they are restricted from garbage as they are not accepted at the landfill. The take back programs help to ensure that these expired or end-of-life products will be disposed of safely, and recycled where possible.



CITY OF RICHMOND

PRODUCT STEWARDSHIP PROGRAM CATEGORIES

The following categories highlight the products that can be returned to retailers and other community partners. For a list of drop-off locations for each category, please see pages 47 to 52.

TAKE BACK PROGRAMS	WHAT IS INCLUDED	STEWARDSHIP AGENCY
BATTERIES	Household batteries	<p>Call2Recycle</p> <p>Contact call2recycle.ca 1-888-224-9764 info@call2recycle.ca</p> <p>Drop off site locator 1-877-273-2925</p>
BEVERAGE CONTAINERS	Almost all types of beverage containers	<p>Encorp Pacific (Canada)</p> <p>Contact return-it.ca/locations 1-800-330-9767 or 604-473-2400 returnit@returnit.ca</p> <p>Note: Beverage containers like pop and juice cans and bottles can be recycled with the Blue Box or Blue Cart or can be dropped off at Richmond's Recycling Depot as part of the City's recycling services. Beverage containers can also be returned for a refund on the deposit at a number of Return-It Depot locations in Richmond.</p>
CELL PHONES	Mobile/wireless devices that connect to a cellular or paging network, including all cell phones, smart phones, wireless personal digital assistants (PDAs), external air cards and pagers, as well as cell phone batteries and accessories, including headsets and chargers	<p>Canadian Wireless Telecommunications Association</p> <p>Contact RecycleMyCell.ca 1-888-797-1740 info@recyclemycell.ca</p>
ELECTRONICS	Televisions and computer and printer products such as desktop computers, display devices, portable (laptop) computers, desktop printers and fax machines and computer accessories like keyboards, pointing devices, track balls and mice	<p>Encorp Pacific (Canada)</p> <p>Contact return-it.ca/electronics 1-800-330-9767 or 604-473-2400 returnit@returnit.ca</p>
MEDICATION	All expired or leftover prescription medication, non-prescription medication and mineral supplements, anti-fungal and anti-bacterial creams	<p>Health Products Stewardship Association</p> <p>Contact healthsteward.ca/returns/british-columbia 613-723-7262 info@healthsteward.ca</p>

DID YOU KNOW?

100% of brewer packaging is either reusable or recyclable, and in addition to standard beer cans and bottles, brewers reuse or recycle their aluminum kegs and their secondary packaging including plastic, stretch wrap, cardboard and wooden pallets.

2014 REPORT • LEADERSHIP AND EXCELLENCE TO ACHIEVE GOALS

**DID YOU KNOW?**

A littered aluminum can takes 500 years to disintegrate, but it only takes six weeks to be manufactured, filled, sold, recycling, remanufactured, refilled and be back out on the marketplace.

TAKE BACK PROGRAMS	WHAT IS INCLUDED	STEWARDSHIP AGENCY
PACKAGING AND PRINTED PAPER	Aerosol cans, microwavable bowls/cups/lids, paper food containers & cartons, plastic & paper drink cups with lids, plastic containers/jars/tubs/trays, aluminium cans, tin cans, etc. Visit recyclinginbc.ca for a complete list	Multi Material British Columbia (MMBC) Contact Twitter: @recyclemorebc www.multimaterialbc.ca
PAINTS, SOLVENTS, PESTICIDES AND GASOLINE	Paints, solvents, pesticides and gasoline	Product Care Association Contact productcare.org/BC-Paint-Program
SMALL APPLIANCES AND POWER TOOLS	Kitchen countertop appliances (e.g. toasters, microwaves, coffee makers and food processors), electric bathroom scales, hair dryers, carpet cleaners, vacuum cleaners, portable fans, power tools, sewing and exercise machines	ElectroRecycle is a non-profit, province-wide, small electrical appliance recycling program in B.C. and the first of its kind in Canada through the Canadian Electrical Stewardship Association (CESA) with the help of BC's Product Care Association Contact electrorecycle.ca 1-800-667-4321
TIRES	Car tires, truck tires and some agricultural and logger/skidder tires	Tire Stewardship BC (TSBC) Contact tsbc.ca 1-866-759-0488
THERMOSTATS	Mercury-containing and electronic thermostats	Heating, Refrigeration and Air Conditioning Institute of Canada in partnership with the Canadian Institute of Plumbing and Heating, and delivered by Summerhill Impact. Contact switchthestat.ca 416-922-2448 (ext 232) jcourt@summerhillgroup.ca
USED OIL AND ANTIFREEZE	Motor oil, oil filters, empty oil containers, antifreeze and used antifreeze containers	BC Used Oil Management Association Contact usedoilrecycling.com/bc 1-866-254-0555 reception@usedoilrecycling.ca

CITY OF RICHMOND

HAZARDOUS WASTE AND OTHER DISPOSAL ITEMS

The careless handling of hazardous products can cause serious injury as well as damage to the environment. Hazardous products that are dumped in sewers or green spaces can injure livestock, wildlife and plant life. Careful and often specialized disposal is essential for these materials.

There are certain materials that Metro Vancouver disposal facilities do not accept, either because there are already disposal programs set up for these items, or because they are hazardous to waste collection workers, the public and the environment.

At disposal sites, garbage loads are inspected for banned and prohibited materials. Loads that arrive at the disposal sites containing prohibited materials are assessed a \$50 minimum surcharge, plus the cost of removal, clean-up or remediation. Loads containing banned materials are assessed a 50% tipping fee surcharge.

Many common hazardous household and automotive products must be recycled or disposed through special depots. Disposal sites and take back collection options for hazardous and banned materials are listed on the following pages. Please note that this information is provided as a reference for your convenience; however, it is not guaranteed. Please call first to confirm that the site is still open to accept these take-back products and to check hours of operation.

Please visit www.richmond.ca/recycle for more information.



BANNED/PROHIBITED FROM LANDFILL

EXAMPLES OF MATERIALS

Please refer to the Tips and Resources section for ways to safely dispose of these materials or call RCBC at 604-RECYCLE (732-9253).

<ul style="list-style-type: none"> x Asbestos x Automobile bodies and parts x Batteries x Barrels or drums in excess of 205 litres (45 gallons) x Clean or treated wood exceeding 2.5 metres in length x Electronics and electrical products (limited) x Fluorescent lights 	<ul style="list-style-type: none"> x Gypsum x Hazardous waste x Inert fill materials including soil, sod, gravel, concrete and asphalt in quantities exceeding 0.5 cubic metres per load x Lead acid batteries x Liquids and sludge x Mattresses x Oil containers, oil filters, paint products, solvents and flammable liquids 	<ul style="list-style-type: none"> x Household or commercial appliances x Pesticide products x Pharmaceuticals x Propane tanks x Thermostats x Tires x Any material in new or expanded product categories for the Recycling Regulation that comes into effect while the 2013 Tipping Fee Bylaw No. 281 is in effect.
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------



BANNED MATERIALS THAT CAN BE RECYCLED

<ul style="list-style-type: none"> x Corrugated cardboard x Recyclable paper 	<ul style="list-style-type: none"> x Containers made of glass, metal or banned recycled plastic  	<ul style="list-style-type: none"> x Beverage containers (all except milk cartons) x Yard and garden trimmings
------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------

For a list of Banned and Prohibited Materials, please visit www.metrovancouver.org/services/solidwaste/disposal/Pages/bannedmaterials.aspx



TIP FOR RESIDENTS

To spot hazardous waste, look for the words Danger, Warning, or Caution on the product label, and any of the symbols shown above.



ANTIFREEZE AND EMPTY CONTAINERS DB

DROP-OFF LOCATION	ADDRESS	PHONE
Richmond Audi	5680 Parkwood Way	604-279-9663
Canadian Tire	3500 No. 3 Road	604-273-2970
Centigard Petro-Canada	4011 Francis Road	604-241-1101
Cowell Motors Ltd. - Volkswagen	13611 Smallwood Place	604-273-3922
Jaguar Land Rover Richmond	5680 Parkwood Way	604-273-6068
Lubeworld	10991 No. 4 Road	604-951-6662
Metron Auto Service Ltd.	104 - 8077 Alexandra Road	604-270-1668
Mr. Lube	9120 Westminster Highway	604-273-5823
Rainbow Auto Service	142 - 11788 River Road	604-276-2820

For a complete list of antifreeze or containers accepted, visit <http://usedoilrecycling.com/en/bc> or call 604-RECYCLE.

APPLIANCES - SMALL DB

DROP-OFF LOCATION	ADDRESS	PHONE
City's Recycling Depot	5555 Lynas Lane	604-276-4010
Ironwood Bottle & Return-It Depot	110 - 11020 Horseshoe Way	604-275-0585
OK Bottle Depot	7960 River Road	604-244-0008
Regional Recycling	13300 Vulcan Way	604-276-8270
Steveston Return-It Depot	2 - 12320 Trites Road	604-241-9177

For a complete list of small appliances accepted, visit electrorecycle.ca or call 604-RECYCLE.

AUTOMOTIVE BATTERIES DB

DROP-OFF LOCATION	ADDRESS	PHONE
Canadian Tire	3500 No. 3 Road	604-273-2970
	11388 Steveston Highway	604-271-6651
Kal Tire	2633 No. 5 Road	604-278-9181
Regional Recycling *	13300 Vulcan Way	604-276-8270
Sota Battery Canada	11871 Horseshoe Way	604-271-9727

Note: All retail locations accept a used car battery for each new one purchased. For a list of collection sites, please visit www.recyclemybattery.ca

DB: Disposal ban | * A fee is charged

Please note: Drop-off locations may change without notice. Please call individual locations to confirm address and hours of operation.

CITY OF RICHMOND

BABY CAR SEATS

DROP-OFF LOCATION	ADDRESS	PHONE
City of Vancouver Landfill *	5400 72nd Street, Delta	604-873-7000

BATTERIES AND MOBILE PHONES ^{DB}
Excludes: anything the size of a toaster or less

DROP-OFF LOCATION	ADDRESS	PHONE
Best Buy	700-5300 No. 3 Road	604-273-7335
City's Recycling Depot	5555 Lynas Lane	604-276-4010
Dr Battery	135 - 13900 Maycrest Way	604-273-8248
Future Shop	102 - 5300 No. 3 Road	604-232-9772
	150 - 2780 Sweden Way	604-207-0199
Home Depot	2700 Sweden Way	604-303-7360
London Drugs	5971 No. 3 Road	604-448-4811
	3200 - 11666 Steveston Highway	604-448-4852
Pharmasave	116 - 10151 No. 3 Road	604-241-2898
Rona	7111 Elmbridge Way	604-273-4606
Staples	1 - 6390 No. 3 Road	604-270-9599
	110 - 2780 Sweden Way	604-303-7850

For a complete list of batteries accepted, please visit call2recycle.ca or call 1-888-224-9764.

For a complete list of mobile phones drop off locations, visit call2recycle.ca locator

All cellular/mobile phone stores accept used cellular/mobile phones for refurbishing or recycling.

To erase information from your device, including text messages, contacts and personal files, use Cell Phone Data Erasers by recyclemycell.ca/recycling-your-device available for free.

CARBON MONOXIDE (CO), SMOKE AND COMBINATION SMOKE AND CO ALARMS ^{DB}

DROP-OFF LOCATION	ADDRESS	PHONE
London Drugs (smoke detectors only)	5971 No. 3 Road	604-448-4811
	3200 - 11666 Steveston Highway	604-448-4852
Regional Recycling	13300 Vulcan Way	604-276-8270
Steveston Return-It Depot	2 - 12320 Triton Road	604-241-9177

For a complete list of alarms accepted, please visit productcare.org/Smoke-Alarms or call 604-RECYCLE.

^{DB}: Disposal ban | * A fee is charged

Please note: Drop-off locations may change without notice. Please call individual locations to confirm address and hours of operation.

ELECTRONICS: AUDIO VISUAL EQUIPMENT, COMPUTERS, MONITORS, TVs, PRINTERS, FAX MACHINES, SCANNERS, VIDEO GAMES & ACCESSORIES

DROP-OFF LOCATION	ADDRESS	PHONE
Best Buy	700 - 5300 No. 3 Road	604-273-7335
Future Shop	102 - 5300 No. 3 Road	604-232-9772
	150 - 2780 Sweden Way	604-207-0199
Ironwood Bottle & Return-It Depot	110 - 11020 Horseshoe Way	604-275-0585
OK Bottle Depot	7960 River Road	604-244-0008
Regional Recycling	13300 Vulcan Way	604-276-8270
Staples	1 - 6390 No. 3 Road	604-270-9599
	110 - 2780 Sweden Way	604-303-7850
Steveston Return-It Depot	2 - 12320 Triton Road	604-241-9177

For a complete list of materials accepted, please visit return-it.ca/electronics or call 604-473-2400.

EXERCISE & HOBBY MACHINES ^{DB}

DROP-OFF LOCATION	ADDRESS	PHONE
City's Recycling Depot	5555 Lynas Lane	604-276-4010
Ironwood Bottle & Return-It Depot	110 - 11020 Horseshoe Way	604-275-0585
Regional Recycling	13300 Vulcan Way	604-276-8270

EYEGLASSES

DROP-OFF LOCATION	ADDRESS	PHONE
Drop off at a local optometrist or eye care professional.		

FIRE EXTINGUISHERS

DROP-OFF LOCATION	ADDRESS	PHONE
Contact Recycling Council of BC at 604-RECYCLE for more information.		

2014 REPORT • LEADERSHIP AND EXCELLENCE TO ACHIEVE GOALS

DID YOU KNOW?

The Product Stewardship Program helps with take back of many recyclable materials and is guided by the principle that whoever designs, produces, sells or uses a product takes responsibility for minimizing that product's environmental impact. The costs for

recycling these products are covered through environmental handling fees that are charged on the sale of products and through refundable deposits on items like beverage containers.


**FLAMMABLE LIQUIDS ^{DB}, PESTICIDES ^{DB},
SOLVENTS ^{DB}, GASOLINE ^{DB}**
Gasoline must be in approved ULC container

DROP-OFF LOCATION	ADDRESS	PHONE
City's Recycling Depot	5555 Lynas Lane	604-276-4010
Regional Recycling	13300 Vulcan Way	604-276-8270

For a complete list of flammable liquids, gasoline, pesticides and solvents accepted, please visit productcare.org/BC-Paint-Program or call 604-RECYCLE.

GENERAL HAZARDOUS MATERIALS

DROP-OFF LOCATION	ADDRESS	PHONE
Hazco Environmental (Tervita)*	160 - 13511 Vulcan Way	604-214-7000
Tempure Environmental	9 - 7483 Progress Way, Delta	604-952-1220

GYPHUM DRYWALL ^{DB}

No other materials attached to or on drywall

DROP-OFF LOCATION	ADDRESS	PHONE
City of Vancouver Landfill *	5400 72nd Street, Delta	604-873-7000
Ecowaste Industries Ltd. *	15111 Triangle Road	604-277-1410
New West Gypsum Recycling *	38 Vulcan Street, New Westminster	604-534-9925
Vancouver Transfer Station (Maximum 1/2 sheet with a paid load of garbage)	377 W. Kent Avenue N.	604-873-7000

HYPODERMIC NEEDLES

Purchase a "Sharps Container" from a pharmacy and return the container to same pharmacy when full.

**LIGHTS & LIGHTING FIXTURES ^{DB}**

DROP-OFF LOCATION	ADDRESS	PHONE
City's Recycling Depot	5555 Lynas Lane	604-276-4010
London Drugs	5921 No. 3 Road 3200 - 11666 Steveston Highway	604-448-4811 604-448-4852
Rona	7111 Elmbirdge Way	604-273-4606

For a complete list of lighting products accepted, please visit productcare.org/lights or call 604-RECYCLE.

**LUBRICATING (USED) OIL ^{DB}, OIL FILTERS ^{DB},
PLASTIC OIL CONTAINERS ^{DB}**

DROP-OFF LOCATION	ADDRESS	PHONE
Audi of Richmond	5680 Parkwood Way	604-279-9663
Canadian Tire	3500 No. 3 Road 11388 Steveston Highway	604-273-2939 604-271-6651
Cowell Motors Ltd - Volkswagen	13611 Smallwood Place	604-273-3922
Esso Service Station (Blundell)	7991 No. 1 Road	604-277-1105
Jaguar Land Rover of Richmond	5660 Parkwood Way	604-273-6068
Jiffy Lube	10991 No. 4 Road	604-951-6662
Metric Auto Service Ltd.	104 - 8037 Alexandra Road	604-270-1668
Mix Lube	9120 Westminster Highway	604-273-5823
Sky Auto Services	110 - 5791 Minoru Boulevard	604-233-1828

For a complete list of lubricating oil, oil filters and plastic oil containers accepted, visit www.usedoilrecycling.com or call 604-RECYCLE.

DB: Disposal ban | * A fee is charged

Please note: Drop-off locations may change without notice. Please call individual locations to confirm address and hours of operation.

CITY OF RICHMOND

Working together with the City of Richmond, producers, retailers and residents can divert hazardous waste and other special disposal items from the landfill. Producers and retailers who support product stewardship and related take back programs assist with recycling and proper disposal, and residents can use these programs to help turn waste into resources.

.....

**MATTRESSES AND BOXSPRINGS ^{DB}**

DROP-OFF LOCATION	ADDRESS	PHONE
Canadian Mattress Recycling*	1210 Cliveden Avenue, Delta	604-777-0324
City of Vancouver Landfill*	5400 72nd Street, Delta	604-873-7000
MattressRecycling.ca*	8275 Sherbrooke Street, Vancouver	604-961-1534

Richmond's Large Item Pick Up Program: Contact Sierra Waste at 604-270-4722. Please note some restrictions apply. See page 39.

MEDICAL DEVICES & EQUIPMENT ^{DB}

DROP-OFF LOCATION	ADDRESS	PHONE
Best Buy	700 - 5300 No. 3 Road	604-273-7335
Future Shop	102 - 5300 No. 3 Road	604-292-9772
	150 - 2780 Sweden Way	604-207-0199
Ironwood Bottle & Return-It Depot	110 - 11020 Horseshoe Way	604-275-0585
OK Bottle Depot	7960 River Road	604-244-0008
Regional Recycling	13300 Vulcan Way	604-276-8270
Staples	1 - 6390 No. 3 Road	604-270-9599
	110 - 2780 Sweden Way	604-303-7850
Steveston Return-It Depot	2 - 12320 Trites Road	604-241-9177

**MUSICAL INSTRUMENTS ^{DB}**

DROP-OFF LOCATION	ADDRESS	PHONE
Ironwood Bottle & Return-It Depot	110 - 11020 Horseshoe Way	604-275-0585
OK Bottle Depot (electrical instruments only)	7960 River Road	604-244-0008
Regional Recycling	13300 Vulcan Way	604-276-8270
Staples (electrical instruments only)	1 - 6390 No. 3 Road	604-270-9599
	110 - 2780 Sweden Way	604-303-7850

PAINT & PAINT AEROSOL CONTAINERS ^{DB}

DROP-OFF LOCATION	ADDRESS	PHONE
City's Recycling Depot	5555 Lynas Lane	604-276-4010
Regional Recycling	13300 Vulcan Way	604-276-8270
Rona	7111 Elmbridge Way	604-273-4606
Steveston Return-It Depot	2 - 12320 Trites Road	604-241-9177

For a complete list of paint & paint aerosol containers accepted, please visit productcare.org/BC-Paint-Program or call 604-RECYCLE.

DB: Disposal ban | * A fee is charged

Please note: Drop-off locations may change without notice. Please call individual locations to confirm address and hours of operation.



2014 REPORT • LEADERSHIP AND EXCELLENCE TO ACHIEVE GOALS



PHARMACEUTICAL^{DB}

All pharmacies accept left over or outdated prescription drugs, non-prescription medications, herbal products, mineral supplements, vitamin supplements and throat lozenges for safe disposal.

For a list of pharmacies and for drugs, medications, herbal products and mineral supplements accepted, visit healthservices.ca/return/british-columbia or call 604-RECYCLE.

Note: Please do not wash these items down the drain or throw them in the garbage.

PROPANE TANKS - REFILLABLE (EMPTY)

DROP-OFF LOCATION	ADDRESS	PHONE
City of Vancouver Landfill*	5400 72nd Street, Delta	604-873-7000
Richmond Husky Service*	8011 Mo. 3 Road	604-270-3822

PROPANE TANKS (SMALL) - DISPOSABLE (EMPTY)

DROP-OFF LOCATION	ADDRESS	PHONE
City of Vancouver Landfill	5400 72nd Street, Delta	604-873-7000

OUTDOOR POWER EQUIPMENT^{DB}

DROP-OFF LOCATION	ADDRESS	PHONE
Regional Recycling	13300 Vulcan Way	604-276-8270

SEWING, KNITTING & TEXTILE MACHINES^{DB}

DROP-OFF LOCATION	ADDRESS	PHONE
City's Recycling Depot	5555 Lynas Lane	604-276-4010
Ironwood Bottle & Return-It Depot	110 - 11020 Horseshoe Way	604-275-0585
OK Bottle Depot	7960 River Road	604-244-0008
Regional Recycling	13300 Vulcan Way	604-276-8270
Steveston Return-It Depot	2 - 12320 Triton Road	604-241-9177

STYROFOAM - MOLDED PACKAGING & FOOD CONTAINERS

DROP-OFF LOCATION	ADDRESS	PHONE
City's Recycling Depot	5555 Lynas Lane	604-276-4010

London Drugs customers can return the moulded packaging Styrofoam from their appliance, computer and accessories products to any London Drugs store with proof of purchase.

STYROFOAM CHIPS (PEANUTS)

DROP-OFF LOCATION	ADDRESS	PHONE
The UPS Store	185 - 9040 Blundell Road	604-231-9643
	3080 - 16666 Steveston Hwy	604-271-1505
	130 - 8191 Westminster Hwy	604-279-0988
Packaging Depot	6360 Kingway, Burnaby	604-851-1206
	5524 Caroline Street, Vancouver	604-325-9966
Westcoast Plastic Recycling Inc.*	106 - 7080 River Road	604-247-1664

TELUS EQUIPMENT (RENTAL OR RETAIL)^{DB}

All TELUS rental or retail equipment such as cordless/corded phones, Voice Over IP (VOIP) phones, Global Positioning System (GPS) equipment and video/telephone conference equipment can be returned via Canada Post, call 604-310-2255 for more information.

DB: Disposal ban | * A fee is charged

Please note: Drop-off locations may change without notice. Please call individual locations to confirm address and hours of operation.

CITY OF RICHMOND

DID YOU KNOW?

Recycled tires are used in products such as artificial turfs, playground safety surfaces, synthetic surf boards and roofing products.



THERMOSTATS DB

DROP-OFF LOCATION	ADDRESS	PHONE
Andrew Sheret Ltd.	4500 Vanguard Road	604-278-3766

For more information, visit switchthestat.ca or call 1-416-922-2448 ext 232.

TIRES DB

DROP-OFF LOCATION	ADDRESS	PHONE
Big-O Tires	102 - 5651 No. 3 Road 11251 Bridgeport Road	604-247-1555 604-244-0464
Canadian Tire	3500 No. 3 Road 11388 Steveston Highway	604-273-2939 604-271-6651
Express Lube & Tune Centre	2840 No. 3 Road	604-278-1018
Kal Tire	2633 No. 5 Road	604-278-9181
Metro Tires Ltd.	12311 Mitchell Road	604-783-4435
Midas Auto & Tire Service	4660 No. 3 Road	604-273-9664
OK Tire Store	5831 Minoru Boulevard	604-278-5171
Redline Automotive Ltd.	1 - 11711 No. 5 Road	604-277-4269
Roadrunners Dial A Tire Ltd.	125 - 11780 River Road	604-274-8473
Shortstop Auto Service	11251 Bridgeport Road	604-244-0464
Signature Mazda	13800 Smalwood Place	604-278-3185
Vancouver Landfill (Passenger/light truck, with/ without rms limit of 10)	5400 72nd Street, Delta	604-873-7000

Note: All retail locations accept a used tire for a new one purchased.

For a complete list of tires accepted, visit tsbc.ca or call 1-866-759-0488.

DB: Disposal ban | * A fee is charged

Please note: Drop-off locations may change without notice. Please call individual locations to confirm address and hours of operation.



BICYCLE TIRES, TUBES, HELMETS, LOCKS AND WORKING BIKES

DROP-OFF LOCATION	ADDRESS	PHONE
Village Bikes	3891 Moncton Street	604-274-3865

For more information, visit tsbc.ca/bike.php or call 1-866-759-0488.

TOOLS - POWER (ELECTRONIC & ELECTRICAL) DB

DROP-OFF LOCATION	ADDRESS	PHONE
City's Recycling Depot	5555 Lynas Lane	604-276-4010
Ironwood Bottle & Return-It Depot	110 - 11020 Horseshoe Way	604-275-0585
OK Bottle Depot	7960 River Road	604-244-0008
Regional Recycling	13300 Vulcan Way	604-276-8270
Steveston Return-It Depot	2 - 12320 Trites Road	604-241-9177

TOYS (ELECTRONIC & ELECTRICAL) INCLUDING VIDEO GAMING SYSTEMS & ACCESSORIES DB

DROP-OFF LOCATION	ADDRESS	PHONE
Best Buy	700 - 5300 No. 3 Road	604-273-7335
Future Shop	102 - 5300 No. 3 Road 150 - 2780 Sweden Way	604-232-9722 604-207-0199
Ironwood Bottle & Return-It Depot	110 - 11020 Horseshoe Way	604-275-0585
OK Bottle Depot	7960 River Road	604-244-0008
Regional Recycling	13300 Vulcan Way	604-276-8270

NON HAZARDOUS MISCELLANEOUS ITEMS

Vancouver Landfill *	5400 72nd Street, Delta	604-873-7000
----------------------	-------------------------	--------------



CITY OF RICHMOND

Environmental Programs Information Line:

604-276-4010

www.richmond.ca/recycle

Printed on Mohawk Options Smooth,
which contains 100% post-consumer
recycled fibre, is FSC Certified and
is acid and elemental chlorine free.