



# City of Richmond

## Report to Committee

**To:** Public Works and Transportation Committee

**Date:** June 26, 2014

**From:** Tom Stewart, AScT.  
Director, Public Works Operations

**File:** 10-6375-05/2014-Vol  
01

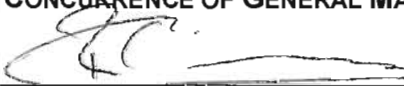


**Re:** Report 2013: Achieving Goals Through Community Engagement

### Staff Recommendation

That the annual report titled, "Report 2013: Achieving Goals Through Community Engagement" 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

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

## 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 in working toward these targets. To help 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 use them.

The annual "Report 2013: Achieving Goals Through Community Engagement" (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 2013, 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.*

### Analysis

The Report highlights outcomes from the expanded services, introduced in 2013, and the importance of communication, outreach and community engagement as key to supporting residents in their recycling. The City continues to expand its services to provide convenient recycling programs that are easy to use, and each year increases the range of products accepted at the Richmond Recycling Depot. 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 along with continued low contamination levels thanks to residents sorting their recycling properly.

The most notable success measure for 2013 is the achievement of 70% waste diversion for single-family residents – two years ahead of the goal for 2015. This is an increase of 9% over 2012 levels. With the launch of the new Green Cart program, increasing amounts of food scraps and yard trimmings were collected curbside in 2013, i.e. nearly 4,000 tonnes more than the prior year. The new Large Item Pick Up program launched in June 2013 increased access to residents for disposing of large items from the convenience of their curbside. In 2013, over 8,235 items were collected with approximately 200 tonnes recycled.

The Report features outreach and community engagement as a key contributor to increased recycling at home and while at community events thanks to hosted recycling stations by Richmond's Green Ambassadors. City staff reach out to the community by hosting recycling displays at local shopping centres to share information and educational materials, answer questions and engage 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. Richmond's partnership with schools 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 2013: Achieving Goals Through Community Engagement" highlights key accomplishments, which included the:

- Achieved 70% waste diversion from single-family homes.
- Recognized with a Golden Shovel Award for excellence in environmental leadership and stewardship.
- Launched the new and enhanced Green Cart program to single-family homes and expanded the program to include townhomes who also receive City garbage and/or Blue Box Recycling services.
- Launched the new Large Item Pick Up program.
- Initiated a multi-family food scraps recycling program to test options for Green Cart recycling.
- Expanded collection services including Styrofoam, batteries, cell phones and plastic bags, as well as completed surface improvements at the Richmond Recycling Depot.
- Expanded communication and community outreach, including student engagement through the Green Ambassador program along with educational shows and contests for elementary school students.
- Assisted with more than 20,000 calls on the Environmental Programs Information Line and completed updates to the Integrated Voice Response (IVR) system tailored to customer information priorities.
- Expanded on-line tools and resources through the City's website including on-line purchase of extra garbage tags for curbside pickup, and garbage disposal vouchers for use at the Vancouver Landfill.

### Proposed Communication

Subject to Council's approval, the annual "Report 2013: Achieving Goals Through Community Engagement" 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 2013 Overview

The 2013 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 – Community Engagement to Increase Recycling* highlights the importance of communication and outreach to increase awareness about programs and how to use them, as well as community engagement to gain insight into what residents want in their recycling programs. The Annual Outlook features the achievements from the past year, including the valuable contributions by Green Ambassadors, and the continued success of partnership with schools. 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 helpful information on tipping fee trends, materials that are banned or prohibited from disposal, and measures the City takes to promote recycling space in commercial and multi-family buildings.

*Chapter 3: Outreach and Customer Service – Connecting with Community for Shared Success* presents the City's commitment to support waste reduction and reuse by providing residents information and education through workshops and displays. 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* – 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 flower pots to recyclable mattresses and box-springs. 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 70% waste diversion for all residents, key focus areas going forward include:

- Expand Blue Box and Blue Cart recycling through partnership with Multi-Material BC (MMBC),
- Explore initiatives to increase recycling in multi-family, mixed use and potentially the commercial sector,
- Expand food scraps recycling for residents in multi-family developments,
- Build on enhanced community outreach to increase participation in existing and emerging recycling programs,
- Expand organics recycling at City facilities,
- Conduct a building demolition waste recycling pilot project,
- Adopt a policy with recycling targets for waste reduction and recycling of materials from demolition and construction activities at City facilities,
- Continue to expand and broaden the City's public spaces recycling program,
- 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 2013: Achieving Goals Through Community Engagement", the City is providing its residents with a progress report of 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 70% waste diversion in 2013 – two years ahead of the 2015 target. 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 70% waste diversion target.



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



ACHIEVING GOALS THROUGH COMMUNITY ENGAGEMENT

Let's trim our waste!







# CONTENTS

<b>1</b>	ANNUAL OUTLOOK .....	3
<b>2</b>	PROGRAMS AND SERVICES .....	9
<b>3</b>	OUTREACH AND CUSTOMER SERVICE .....	25
<b>4</b>	TIPS AND RESOURCES .....	31







2013 REPORT • ACHIEVING GOALS THROUGH COMMUNITY ENGAGEMENT

# ANNUAL OUTLOOK

## COMMUNITY ENGAGEMENT TO INCREASE RECYCLING

### AWARENESS ABOUT RECYCLING IS INTEGRAL TO ACHIEVING GOALS

With its extensive array of programs and services, the City of Richmond makes it easy and convenient for residents and visitors to recycle, but its ultimate success lies with the community. Thanks to residents who use the City's recycling programs, those living in single-family homes are now diverting 70% of their waste from the landfill – two years ahead of schedule.

This resounding success is due to the City's formula of implementing recycling programs and services tailored to residents' needs and interests, combined with effective communication and community outreach. The City intends to build on recycling services available to residents in multi-family homes to also help them reach the 70% waste diversion target by 2015. Richmond recognizes that simply providing services is not enough. It's equally important to raise awareness about why recycling is needed, provide details on the programs available, and provide instructions on how to use each program. Community engagement is the essential link to maximize the benefits of City recycling programs by prompting increased participation in recycling. Residents not only have access to services, they understand how to use each program and take personal ownership of their household recycling and waste management. Their commitment to recycling translates into Richmond's success as it strives to be a Recycling Smart City.

Community engagement and outreach are particularly important when introducing new programs. In 2013, Richmond launched its new and enhanced Green Cart program, which involved more than 29,000 single-family homes and 11,000 townhomes. The Green Cart program was an enhanced service for single-family homes and a new service for townhomes. To reach residents and the community overall, Richmond applied multiple communication tactics ranging from direct communication to homeowners to broader community information campaigns. Richmond designed its communication materials to address barriers such as resistance to food scraps recycling, and reinforced key messages about the upcoming ban on food scraps disposal and the easy steps to use Green Carts. The success of its communication outreach and operational planning was evident during the seamless launch of the new program followed by extensive use of Green Cart recycling throughout the community.

In addition to the Green Cart program roll out, Richmond continued to expand its recycling services in 2013 through both its curbside collection programs and drop-off options at the Richmond Recycling Depot. Richmond's Recycling Depot expanded the materials accepted to include Styrofoam, used books, batteries, cellphones and plastic bags. The City's new Large Item Pick Up program was also launched in 2013, making it easier for residents to recycle and safely dispose of larger household items like appliances and furniture.

To help ensure residents can maximize the benefits of these programs, Richmond created new information materials and hosted information displays to raise awareness about how to recycle. The redesign of the Richmond Collection Calendar for 2013 provided a more user-friendly reference guide to the many City services available, along with tips and information on the most recent program enhancements. Residents learned about the new programs and initiatives through information kits delivered to their homes, newspaper advertising, transit shelter ads and online via the City's website and Facebook page. Richmond also provided helpful seasonal reminders, such as tips for recycling pumpkins following Halloween and ideas for reducing waste and increasing recycling during the Christmas holidays.

CITY OF RICHMOND

## Residents in single-family homes achieved 70% waste diversion in 2013 – two years ahead of schedule!

In addition to these communication methods, Richmond goes out into the community to share information and provide tips and resources residents can use at home. Staff reach out to residents at hosted displays in local malls, including Richmond Centre, Aberdeen Mall and Yaohan Centre and through information sessions with residents and townhome stratas. Staff and volunteers help with recycling at community festivals and other events, and engage people through games and other activities. These event recycling centres and information displays help to raise awareness about recycling in Richmond.

Richmond's youth are integral to generating awareness and understanding about how to recycle and why it's important to our future. As members of Richmond's Green Ambassador program, these youth volunteers dedicate hundreds of hours to help at events, share their expertise in recycling and demonstrate leadership in the community. Their energy, enthusiasm and commitment to environmental stewardship are a tremendous asset in the community. In 2013, more than 185 students volunteered as Green Ambassadors to support community outreach.

As well, the City's outreach includes educational programs. Working with the school district, the City funds entertaining theatrical programs at elementary schools to promote the importance of recycling and keeping the City litter free. As well, Richmond offers free workshops that promote recycling and waste reduction using simple tactics that can easily be applied at home. More details on these programs are highlighted in the Outreach and Customer Service section of this report.

Together, the combination of effective, responsive services and proactive community engagement and outreach have helped Richmond achieve its goals to reduce waste and increase recycling as a more sustainable approach to waste management. With residents in single-family homes now recycling 70% of their waste, the City is well-positioned to move forward towards the aspirational goal for 80% reduction by 2020 for these residents. The City also intends to review added recycling services for residents in multi-family complexes to help them achieve stated recycling objectives. The City remains committed to achieving excellence in its recycling services to benefit all residents today and in the future.

### THREE EASY STEPS

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





## 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**  
Report to Council with pilot program results and recommendations to expand food scraps recycling to residents in multi-family complexes in preparation for the planned regional disposal ban on food scraps scheduled for 2015.
- 2 Garbage Cart Pilot Program**  
Test service level options for garbage collection using carts, including weekly versus bi-weekly collection, optional cart sizes and price incentives for reducing garbage.
- 3 Organics recycling at City facilities**  
Expand the City of Richmond's successful compost collection program to a full organics food scraps recycling program, including a staff awareness and education campaign.
- 4 Packaging and printed paper stewardship program**  
Expand the Blue Box and Blue Cart recycling programs to include a broader range of materials through partnership with Multi-Material BC (MMBC).
- 5 Expand community outreach**  
Build on the success of existing outreach and education programs to deliver workshops, theatrical shows, contests and the third annual REaDY Summit, along with engagement of youth through the Green Ambassador program.
- 6 Expand recycling of building demolition waste**  
Conduct a pilot project with the small building industry to trial different methods of recycling housing demolition materials and explore options to expand commitment to recycling of construction and demolition materials at City facilities.
- 7 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.
- 8 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.
- 9 Expand public spaces recycling**  
Accept an expanded range of materials for recycling in public spaces and enhance the container replacement program.



CITY OF RICHMOND

## OUR TOP ACCOMPLISHMENTS IN 2013

The following are some of the key accomplishments in 2013:

### GREEN CART PROGRAM

**Implemented** the new and enhanced Green Cart program for recycling food scraps and yard trimmings to reach approximately 41,000 single-family homes and townhomes. In the first four months, single-family residents were recycling 68% of their garbage – up 7% from the prior year.

### COMMUNITY OUTREACH

**Hosted** 18 Information displays and coordinated 14 adult workshops about composting, harvesting compost, eco-cleaning and how to make used items new again.

### GOLDEN SHOVEL AWARD

**Recognized** for environmental leadership and stewardship with the "Golden Shovel Award" presented by Harvest Power.

### RECYCLING DEPOT IMPROVEMENTS

**Upgraded** the Richmond Recycling Depot through paving to improve surfaces and reduce dust, and expanded accepted materials to include Styrofoam, books, batteries, cell phones and plastic bags.

### LARGE ITEM PICK UP PROGRAM

**Introduced** a new Large Item Pick Up program to approximately 41,000 single-family homes and townhomes as an added level of service to make it easier for residents to recycle and safely dispose of large household items. Over 325 tonnes of materials have been collected in 2013 for proper disposal and recycling.

### CUSTOMER SERVICE

**Updated** the Integrated Voice Response service and assisted with more than 20,000 customer calls to the Environmental Programs Information Line. Sold 68 compost bins, 9,261 Garbage Tags and 853 Garbage Disposal Vouchers out of the City's Recycling Depot and other City facilities.

### MULTI-FAMILY FOOD SCRAPS PILOT

**Launched** a 15-month pilot program for food scraps recycling in apartments and condominiums involving approximately 5,500 units to test options for effective Green Cart recycling in these complexes.

### STUDENT ENGAGEMENT

**Sponsored** the second annual Richmond Earth Day Youth (REaDY) Summit, involving more than 400 delegates from eight high schools with leadership by 120 Green Ambassadors who assisted at the event. Engaged students and staff through theatrical productions to raise awareness about recycling, litter problems and reducing waste and reinforced benefits through two school contests: "My School Sparkles" and "Zero Heros" involving more than 3,800 students and 200 teachers.

www.cityofrichmond.ca





### THANK YOU RICHMOND RESIDENTS

70% waste diversion goal achieved by single-family residents in 2013!

Richmond's goals to reduce waste are being achieved through the dedication of Richmond residents, and 2013 is a year to celebrate thanks to their commitment to recycling. This past year, residents in single-family homes achieved the City's goal to keep 70% of household waste out of the landfill. This important target has been achieved two years ahead of schedule, and the credit for this achievement goes to the residents who make it a priority to recycle using the City's Blue Box program, Green Cart program and Richmond Recycling Depot. The City will continue to work with all residents to increase recycling, including expanding services and engaging residents living in multi-family complexes like condominiums, townhomes and apartments.

Residents are also integral to the design and implementation of new programs and services. Thanks to their feedback through pilot programs, surveys and input at community displays, Richmond is gaining insight into opportunities for enhancing services tailored to the needs and interests of residents. Through community engagement and outreach, Richmond is proud to connect with residents to increase awareness of the many recycling and take-back programs and services available, as well as provide tips and resources to ensure that recycling in Richmond remains easy and convenient for all residents.

Working together, residents, community, industry partners and the City of Richmond can achieve targets to reduce garbage and create a more sustainable approach to waste management. Thank you for recycling, for reducing waste and for sharing ideas and feedback that contribute to this continuous improvement.

**DID YOU KNOW?**  
 It's more expensive to dispose of garbage than it is to recycle. Garbage disposal costs are currently about 40% higher than recycling costs, and landfill fees continue to increase. This means recycling is not only good for the environment, its also more cost effective too.





CITY OF RICHMOND

2

# FIRST TARGET ACHIEVED IN 2013

\*\*\*\*\*8

# PROGRAMS AND SERVICES

## EXPANDING SERVICES TO MAKE RECYCLING EASY AND CONVENIENT

Richmond residents in single-family homes are now diverting 70% 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. To support use of new programs, Richmond makes communication and community engagement a priority to encourage and assist residents as they expand their household recycling. 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.



Residents in single-family homes are now diverting 70% 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 2013, Richmond began work with industry partners to explore opportunities to expand Blue Box and Blue Cart recycling. 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 40,220 residential units in single-family homes and townhomes. For details on this program, 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 29,545 multi-family units. For details on this program, 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. For details on this program, see page 36.

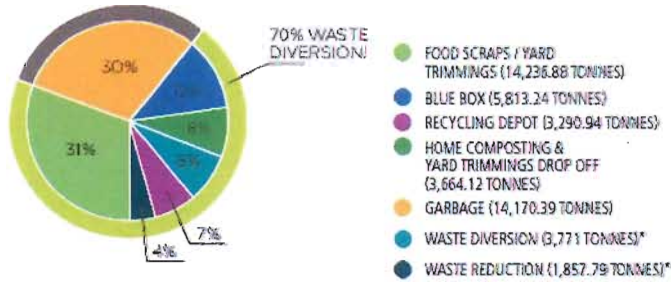
### **RECYCLING DEPOT**

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 on this program, see page 40.





**SINGLE-FAMILY RECYCLING**



Residents in single-family homes recycled or reduced nearly 32,633.97 tonnes in 2013 – 70% 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 stop.

**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.

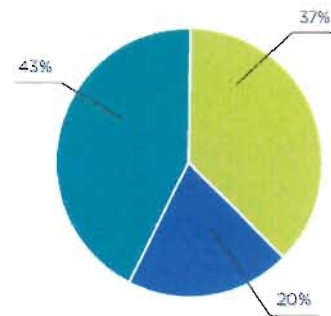
#### BLUE BOX RECYCLING PROGRAM

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 40,220 residential units are serviced with weekly collection under this program.

In 2013, more than 6,590 tonnes of materials were recycled in the Blue Box program. Of this, 43% was mixed paper, 37% was newspaper and 20% 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](http://www.richmond.ca/recycle).

#### BLUE BOX RECYCLING MIX



- MIXED PAPER (2,848.10 TONNES)
- NEWSPAPER (2,450.35 TONNES)
- CONTAINERS (1,293.45 TONNES)



**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 29,545 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 2013, more than 2,220 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](http://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](http://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](http://www.richmond.ca/recycle).





CITY OF RICHMOND



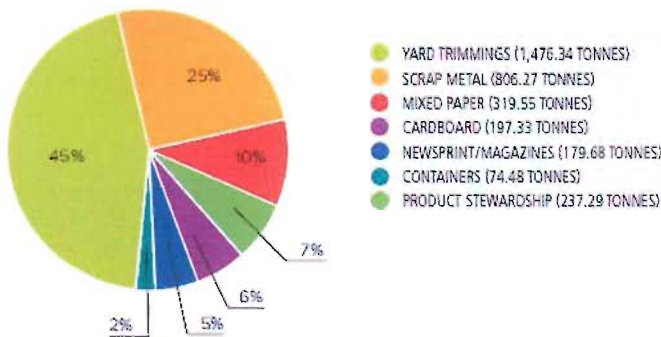
**RECYCLING DEPOT PROGRAM**

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 2013**



**TOTAL TONNAGE = 3,290.94**

In 2013, 3,290.94 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.



**DEPOT RECYCLING: MATERIALS AND AMOUNTS COLLECTED THROUGH TAKE BACK PROGRAMS IN 2013**



**PAINT**  
207,360 EQUIVALENT LITRES



**AEROSOLS**  
1,400 EQUIVALENT LITRES



**SOLVENTS & PESTICIDES**  
10,800 EQUIVALENT LITRES



**SMALL APPLIANCES**  
79.69 TONNES



**CFLS**  
136 BOXES



**4' TUBES**  
253 BOXES

**8' TUBES**  
35 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

**NEW IN 2013**

In 2013, Richmond expanded its free drop-off program to include:

- Styrofoam;
- Batteries (household batteries 5 kg or under);
- Cell phones;
- Used books; and
- Plastic bags.

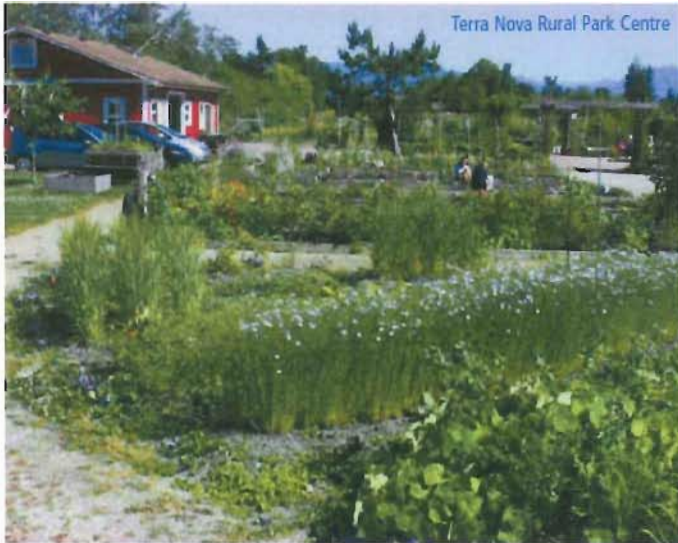
For a full list of items that can be recycled at the Recycling Depot, see page 41.

**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



Terra Nova Rural Park Centre



### 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, 10,538 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](http://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 Centre 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.

Richmond residents are generating their own compost to enrich their garden soil. With 10,538 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](http://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?**  
Richmond residents can take free workshops to learn how to compost at home. For details, see page 37.

#### DROP OFF TONNAGE IN 2013

In 2013, more than 3,093 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

In June 2013, Richmond introduced Green Cart recycling for food scraps and yard trimmings as a new service for townhomes and an enhanced program for single-family homes. The Green Cart program expanded on the existing Green Can service that was previously provided to single-family homes. Green Cart recycling totaled approximately 14,237 tonnes in 2013 – a 35% increase over 2012.

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 Richmond residents in single-family homes reducing their garbage by 70%. The Green Cart program is also an important service to support residents with an easy and convenient recycling option prior to the anticipated disposal ban on food scraps in 2015.

Richmond was recognized by Harvest Power with a Golden Shovel Award for environmental leadership and stewardship, including its commitment to programs like Green Cart, which was designed based on residents’ preferences and is aligned with sustainable waste management.



#### TIPPING FEES, CURRENT AND PROJECTED, PER TONNE

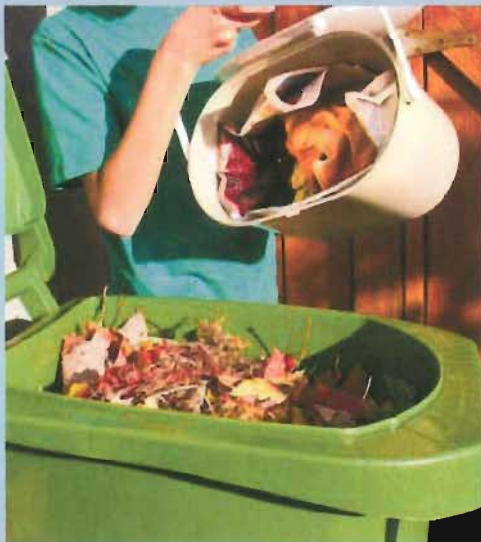
Recycling food scraps and yard trimmings is becoming increasingly important as the cost of tipping fees at the landfill continue to rise. Regional tipping fees are expected to increase to more than \$157/tonne in 2018 – more than double the cost since 2008.



**GREEN CART SIZE OPTIONS AND BENEFITS**



Richmond’s Green Cart program currently serves approximately 41,000 homes – 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**

Building on the success of the Green Cart program launched in 2013, the City of Richmond received approval from Council to initiate a pilot program to assess options for expanding the Green Cart program to multi-family complexes such as multi-level townhomes, condominiums and apartments. The pilot program will be completed in 2014.

**PILOT PROGRAM HIGHLIGHTS:**

- The pilot program is in place from October 2013 to December 2014.
- There is very low contamination (non-organic materials in the carts) with 0.01-0.25% thanks to extensive communication and outreach with residents to inform them about how to use the Green Carts.
- There are approximately 5,500 units involved in the pilot program.



CITY OF RICHMOND



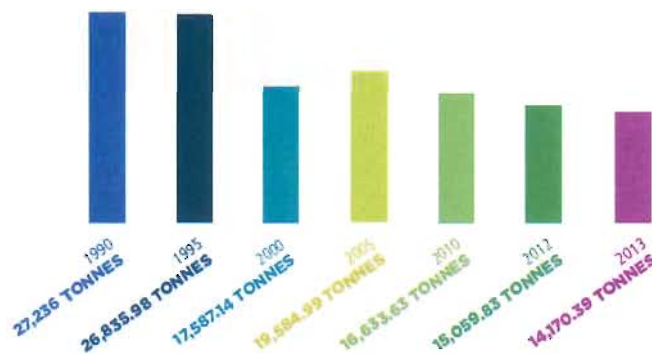
### GARBAGE COLLECTION SERVICES

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 for all single-family homes and some townhome developments. In providing these services, the City has aimed to strike a realistic balance between meeting its recycling goals while enabling residents to have reasonable means to dispose of garbage by implementing a two-can limit each week for curbside collection. 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).

#### 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 reduce garbage, such as incentives to decrease garbage and possible use of City-provided garbage carts.



**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 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](http://www.richmond.ca/recycle).

**COMMON MATERIALS AND AMOUNTS COLLECTED THROUGH LARGE ITEM PICK UP PROGRAM FROM JUNE TO DECEMBER 2013**



**MATTRESSES**  
47% OF REQUESTS



**TELEVISIONS**  
12% OF REQUESTS



**WASHERS & DRYERS**  
12% OF REQUESTS



**FRIGDES & FREEZERS**  
8% OF REQUESTS



**BARBECUES**  
7% OF REQUESTS



**DISHWASHERS & TOILETS**  
7% OF REQUESTS



**STOVES**  
5% OF REQUESTS



**MICROWAVES**  
2% OF REQUESTS

**OVER 5,100 REQUESTS FOR SERVICE**      **8,237 ITEMS COLLECTED**  
**325 TONNES WERE COLLECTED AND OF THIS, 200 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 4,500 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?**  
 In 2013, the Great Canadian Shoreline Clean-Up removed 429,798 pieces of litter and close to half of the litter items were cigarettes and cigarette filters.

**4,008 LOADS** OF LITTER & RECYCLABLES COLLECTED  
 FROM APPROXIMATELY **4,500** 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](http://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](http://www.richmond.ca/recycle).

#### DID YOU KNOW?

In 2015, it is anticipated that there will be a disposal ban on food scraps which means they will not be accepted in the garbage. This affects multi-family complexes and commercial buildings.

CITY OF RICHMOND

3

# CONNECTING WITH COMMUNITY FOR SHARED SUCCESS

..... 24

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 2013, approximately 185 youth volunteered 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 20,000 calls in 2013, answering questions, assisting with requests relating to garbage and recycling and providing guidance on where to go for additional information and resources. Staff completed updates to the Integrated Voice Response (IVR) system tailored to customer information priorities. 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.

**20,000**  
CUSTOMER SERVICE  
CALLS SUPPORTED

**9,261**  
GARBAGE TAGS SOLD

**853**  
GARBAGE DISPOSAL  
VOUCHERS SOLD

**68** 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.

---

## 2013 HIGHLIGHTS

### RICHMOND HOSTS SECOND ANNUAL EARTH DAY SUMMIT

The Richmond Earth Day Youth (REaDY) Summit was a resounding success again in 2013 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. Approximately 12 workshops including recycling and waste reduction, a climate change showdown, and energy and water conservation were offered. The Green Ambassadors spent approximately 1,750 hours to support this successful outreach initiative. Over 400 delegates attended, including 120 Richmond Green Ambassadors from eight Richmond high schools.

### SCHOOL SHOWS AND CONTESTS

In 2013, 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 3,801 elementary school students and 200 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 DeBeck Elementary School and Thomas Kidd Elementary School. The winner of the "My School is Sparkling" category for the school that demonstrated the most improvement was awarded to Daniel Woodward Elementary School. The Zero Heroes Contest is based on collecting pledges to reduce and recycle waste. The winners of the Zero Heroes Contest were Sea Island Elementary School in the small school category and James McKinney Elementary School in the large school category.

### ENHANCED COMMUNITY ENGAGEMENT

As part of its continued commitment to communication, Richmond is increasing its outreach by going out into the community to host information displays at local shopping centres, community centres and multi-family complexes. The City also continues to ensure residents are kept informed about expanded and enhanced programs as well as seasonal recycling priorities through its "Let's trim our waste!" campaign. The City also engages residents through surveys to collect input on programs to support continuous improvement of the City's recycling and garbage programs.



CITY OF RICHMOND



**GREAT CANADIAN SHORELINE CLEAN-UP**

The Great Canadian Shoreline Clean-Up doubled in 2013, with more than 600 volunteers at 18 community clean-up events on the City's waterfront. Jointly led by the Vancouver Aquarium and World Wildlife Foundation, the Great Canadian Shoreline Clean-Up focuses on educating and empowering people to make a difference through community clean-up events. As part of this Initiative, Environmental Programs partnered with Parks to support the volunteers.

**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 2013, approximately 185 students in the program contributed about 3,250 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. In 2013, they helped divert 83% of waste at Ships to Shore, 75% at the Steveston Salmon Festival and 86% at Richmond Maritime Festival.

**CHRISTMAS TREE RECYCLING**

The City hosted its annual Christmas Tree Recycling service at Garry Point and the South Arm Community Centre. 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.



2013 REPORT • ACHIEVING GOALS THROUGH COMMUNITY ENGAGEMENT



**COMMUNITY WORKSHOPS**

Richmond's free community workshops provide education and tips that support recycling and waste reduction techniques. In 2013, the City hosted 9 community workshops. A summary of workshops that focus on helping residents towards the City's goal for 70% waste diversion is provided below.

For information on the workshops, email [esoutreach@richmond.ca](mailto:esoutreach@richmond.ca). To attend free workshops offered by the City, visit [richmond.ca/register](http://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	
<b>Backyard and Worm Composting</b>	Whether a novice or an experienced compost creator, participants learn how to effectively convert organic food and yard waste into an organic soil conditioner.
<b>Second Hand to First Rate</b>	Turn second hand items into amazing treasures. Participants learn party ideas, how to make great kids products and decorating items, and tricks and tips to dress from head to toe all for under \$30.
<b>Harvest Compost</b>	Participants learn some simple compost harvesting techniques and how to use compost to increase the health of soil and plants. A composting expert also provides an assessment of finished composting samples provided by participants.
<b>Eco-cleaning</b>	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.



.....30

# 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 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.

For a list of items accepted in Blue Box recycling, see page 33 or visit [www.richmond.ca/recycle](http://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](mailto: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](http://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.

2013 REPORT • ACHIEVING GOALS THROUGH COMMUNITY ENGAGEMENT

WHAT GOES WHERE:



MIXED PAPER RECYCLING BAG		
ACCEPTED	HOW TO RECYCLE	NOT ACCEPTED
<ul style="list-style-type: none"> <li>✓ Newspapers, inserts &amp; flyers</li> <li>✓ Flattened cardboard boxes</li> <li>✓ Catalogues &amp; magazines</li> <li>✓ Cereal boxes</li> <li>✓ Clean pizza boxes</li> <li>✓ Corrugated cardboard (small pieces)</li> <li>✓ Envelopes</li> <li>✓ Junk mail</li> <li>✓ Paper bags</li> <li>✓ Paper egg cartons</li> <li>✓ Paper gift wrap &amp; greeting cards</li> <li>✓ Telephone books</li> <li>✓ Writing paper (notepads, loose leaf paper, white or coloured paper, printed paper, shredded paper)</li> </ul>	<ul style="list-style-type: none"> <li>• Remove plastic liners/covers.</li> <li>• Remove any food residue.</li> <li>• Flatten boxes.</li> <li>• <b>Place in Mixed Paper Recycling Bag.</b></li> <li>• 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)</li> </ul> <p><i>Note: Oversized/excessive amounts of cardboard can be dropped off at the City's Recycling Depot at 5555 Lynas Lane.</i></p>	<ul style="list-style-type: none"> <li>x Cardboard boxes with wax coating</li> <li>x Plastic bags used to cover newspapers/flyers</li> <li>x Metallic wrapping paper</li> <li>x Ribbons or bows</li> <li>x Musical greeting cards with batteries</li> <li>x Padded envelopes</li> <li>x Plastic or foil candy wrappers</li> </ul>
GLASS RECYCLING BIN		
ACCEPTED	HOW TO RECYCLE	NOT ACCEPTED
<ul style="list-style-type: none"> <li>✓ Clear or coloured glass bottles &amp; jars (pickle jars, jam jars, spaghetti sauce jars, soy sauce bottles)</li> </ul>	<ul style="list-style-type: none"> <li>• Remove lids &amp; caps.</li> <li>• Remove food residue.</li> <li>• Empty &amp; rinse.</li> <li>• <b>Place in Glass Recycling Bin.</b></li> </ul>	<ul style="list-style-type: none"> <li>x Glasses, dishes, cookware, window glass or mirrors</li> <li>x Ceramic products</li> <li>x Lids &amp; caps (place in Blue Box)</li> </ul>
BLUE BOX FOR CONTAINERS		
ACCEPTED	HOW TO RECYCLE	NOT ACCEPTED
<ul style="list-style-type: none"> <li>✓ <b>New!</b> Aerosol cans &amp; caps (food items, air fresheners, shaving cream, deodorant, hairspray)</li> <li>✓ <b>New!</b> Microwavable bowls, cups &amp; lids</li> <li>✓ <b>New!</b> Paper food containers &amp; cartons (ice-cream, milk, liquid whipping cream)</li> <li>✓ <b>New!</b> Paper &amp; plastic drink cups with lids</li> <li>✓ <b>New!</b> Plastic containers, trays &amp; caps (bakery containers &amp; deli trays)</li> <li>✓ <b>New!</b> Plastic and paper garden pots &amp; trays</li> <li>✓ <b>New!</b> Spiral wound paper cans &amp; lids (frozen juice, potato chips, cookie dough, coffee, nuts, baby formula)</li> <li>✓ Aluminium cans &amp; lids</li> <li>✓ Aluminium foil &amp; foil containers (foil wrap, pie plates, food trays)</li> <li>✓ Plastic bottles &amp; caps (food items, condiments such as ketchup, mustard &amp; relish, dish soap, mouthwash, shampoos, conditioners)</li> <li>✓ Plastic jars &amp; lids</li> <li>✓ Plastic tubs &amp; lids (margarine, spreads, dairy products such as yogurt, cottage cheese, sour cream, ice cream)</li> <li>✓ Tin cans &amp; lids</li> </ul>	<ul style="list-style-type: none"> <li>• Remove food residue.</li> <li>• Remove caps or lids; place loose in the Blue Box.</li> <li>• Empty and rinse.</li> <li>• <b>Place in Blue Box.</b></li> </ul> <p><i>Note: Flatten and/or stack containers where possible.</i></p>	<ul style="list-style-type: none"> <li>x Ceramic plant pots</li> <li>x Compostable/biodegradable plastic bags &amp; containers</li> <li>x Containers for motor oil, or vehicle lubricant or wax products</li> <li>x Foil-lined cardboard lids from take-out containers</li> <li>x Garden hoses</li> <li>x Plastic bags &amp; over wrap (take to Recycling Depot)</li> <li>x Plastic string or rope</li> <li>x Spray paint cans (take to Recycling Depot)</li> <li>x Styrofoam materials (take to Recycling Depot)</li> </ul>



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 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](http://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](mailto: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](http://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.



WHAT GOES WHERE:



MIXED PAPER RECYCLING CART		
ACCEPTED	HOW TO RECYCLE	NOT ACCEPTED
<ul style="list-style-type: none"> <li>✓ Newspapers, inserts &amp; flyers</li> <li>✓ Flattened cardboard boxes</li> <li>✓ Catalogues &amp; magazines</li> <li>✓ Cereal boxes</li> <li>✓ Clean pizza boxes</li> <li>✓ Corrugated cardboard (small pieces)</li> <li>✓ Envelopes</li> <li>✓ Junk mail</li> <li>✓ Paper bags</li> <li>✓ Paper egg cartons</li> <li>✓ Paper gift wrap &amp; greeting cards</li> <li>✓ Telephone books</li> <li>✓ Writing paper (notepads, loose leaf paper, white or coloured paper, printed paper, shredded paper)</li> </ul>	<ul style="list-style-type: none"> <li>• Remove plastic liners/covers.</li> <li>• Remove any food residue.</li> <li>• Flatten boxes.</li> <li>• <b>Place in Mixed Paper Recycling Cart.</b></li> </ul> <p><i>Note: Oversized/excessive amounts of cardboard can be dropped off at the City's Recycling Depot at 5555 Lynas Lane.</i></p>	<ul style="list-style-type: none"> <li>✗ Cardboard boxes with wax coating</li> <li>✗ Plastic bags used to cover newspapers/flyers</li> <li>✗ Metallic wrapping paper</li> <li>✗ Ribbons or bows</li> <li>✗ Musical greeting cards with batteries</li> <li>✗ Padded envelopes</li> <li>✗ Plastic or foil candy wrappers</li> </ul>
GLASS RECYCLING CART		
ACCEPTED	HOW TO RECYCLE	NOT ACCEPTED
<ul style="list-style-type: none"> <li>✓ Clear or coloured glass bottles &amp; jars (pickle jars, jam jars, spaghetti sauce jars, soy sauce bottles)</li> </ul>	<ul style="list-style-type: none"> <li>• Remove lids &amp; caps.</li> <li>• Remove food residue.</li> <li>• Empty &amp; rinse.</li> <li>• <b>Place in Glass Recycling Cart.</b></li> </ul>	<ul style="list-style-type: none"> <li>✗ Glasses, dishes, cookware, window glass or mirrors</li> <li>✗ Ceramic products</li> <li>✗ Lids &amp; caps (place in Blue Box)</li> </ul>
CONTAINERS RECYCLING CART		
ACCEPTED	HOW TO RECYCLE	NOT ACCEPTED
<ul style="list-style-type: none"> <li>✓ <b>New!</b> Aerosol cans &amp; caps (food items, air fresheners, shaving cream, deodorant, hairspray)</li> <li>✓ <b>New!</b> Microwavable bowls, cups &amp; lids</li> <li>✓ <b>New!</b> Paper food containers &amp; cartons (ice-cream, milk, liquid whipping cream)</li> <li>✓ <b>New!</b> Paper &amp; plastic drink cups with lids</li> <li>✓ <b>New!</b> Plastic containers, trays &amp; caps (bakery containers &amp; deli trays)</li> <li>✓ <b>New!</b> Plastic and paper garden pots &amp; trays</li> <li>✓ <b>New!</b> Spiral wound paper cans &amp; lids (frozen juice, potato chips, cookie dough, coffee, nuts, baby formula)</li> <li>✓ Aluminium cans &amp; lids</li> <li>✓ Aluminium foil &amp; foil containers (foil wrap, pie plates, food trays)</li> <li>✓ Plastic bottles &amp; caps (food items, condiments such as ketchup, mustard &amp; relish, dish soap, mouthwash, shampoos, conditioners)</li> <li>✓ Plastic jars &amp; lids</li> <li>✓ Plastic tubs &amp; lids (margarine, spreads, dairy products such as yogurt, cottage cheese, sour cream, ice cream)</li> <li>✓ Tin cans &amp; lids</li> </ul>	<ul style="list-style-type: none"> <li>• Remove food residue.</li> <li>• Remove caps or lids; place loose in the Blue Box.</li> <li>• Empty &amp; rinse.</li> <li>• <b>Place in Containers Recycling Cart.</b></li> </ul> <p><i>Note: Flatten and/or stack containers where possible.</i></p>	<ul style="list-style-type: none"> <li>✗ Ceramic plant pots</li> <li>✗ Compostable/biodegradable plastic bags &amp; containers</li> <li>✗ Containers for motor oil, or vehicle lubricant or wax products</li> <li>✗ Foil-lined cardboard lids from take-out containers</li> <li>✗ Garden hoses</li> <li>✗ Plastic bags &amp; over wrap (take to Recycling Depot)</li> <li>✗ Plastic string or rope</li> <li>✗ Spray paint cans (take to Recycling Depot)</li> <li>✗ Styrofoam materials (take to Recycling Depot)</li> </ul>

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. When you recycle with 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](http://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	HOW TO RECYCLE	NOT ACCEPTED
<ul style="list-style-type: none"> <li>✓ Fruit</li> <li>✓ Breads, pasta, rice &amp; noodles</li> <li>✓ Coffee grounds &amp; filters</li> <li>✓ Table scraps &amp; food scrapings</li> <li>✓ Meat, poultry, fish, shellfish &amp; bones</li> <li>✓ Eggshells</li> <li>✓ Paper towels/napkin/plates</li> <li>✓ Pizza delivery boxes</li> <li>✓ Vegetables</li> <li>✓ Tea bags</li> <li>✓ Dairy products</li> <li>✓ Solid grease</li> </ul>	<ul style="list-style-type: none"> <li>• Collect food scraps in your kitchen container.</li> <li>• Empty materials from your kitchen container into your <b>Green Cart</b>.</li> <li>• 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.</li> </ul>	<ul style="list-style-type: none"> <li>✗ Coffee cups</li> <li>✗ Cork or Styrofoam cups, meat trays or takeout containers</li> <li>✗ Liquid grease</li> <li>✗ Pet feces or kitty litter</li> <li>✗ Plastic bags, biodegradable or compostable bags</li> <li>✗ Plastic wraps</li> </ul>
YARD TRIMMINGS		
ACCEPTED	HOW TO RECYCLE	NOT ACCEPTED
<ul style="list-style-type: none"> <li>✓ Flowers</li> <li>✓ Grass clippings</li> <li>✓ Leaves</li> <li>✓ Other organic yard materials</li> <li>✓ Plants (living or dead/dried)</li> <li>✓ Plant trimmings</li> <li>✓ Tree &amp; hedge prunings</li> </ul>	<ul style="list-style-type: none"> <li>• Place yard trimmings into <b>Green Cart</b> along with your food scraps.</li> <li>• Extra yard trimmings can go in large paper bags or additional labeled Green Cans.</li> <li>• 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.</li> </ul>	<ul style="list-style-type: none"> <li>✗ Plastic bags, biodegradable or compostable bags</li> <li>✗ Diseased plants</li> <li>✗ Garden hoses or flower pots</li> <li>✗ Prunings over 4 inches (10 cm) in diameter</li> <li>✗ Rocks, dirt or sod</li> <li>✗ Wood products</li> </ul>

**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](http://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.





### 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](http://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.

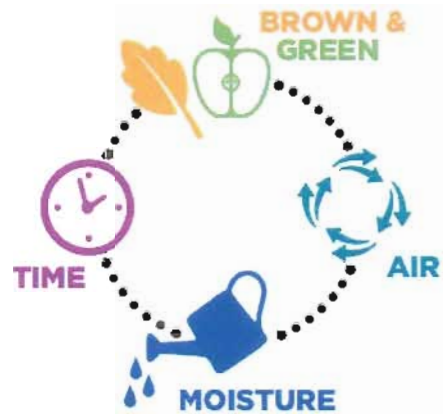
##### Compost Hotline

Phone: 604-736-2250

Email: [composthotline@telus.net](mailto: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 FEELINGS
- 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.



## 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 22 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.

#### 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](http://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
<b>X DEMOLITION WASTE</b>	• Take to Ecowaste Industries at 15111 Triangle Road, or call the RCBC Recycling hotline at 604-RECYCLE (732-9253).
<b>X DIRT, ROCK, CONCRETE OR BRICKS</b>	• Take to Ecowaste Industries. Visit <a href="http://ecowaste.com">ecowaste.com</a> or call 604-277-1410 for accepted items & hours.
<b>X DRYWALL (GYPSUM, SHEETROCK PLASTERBOARD, GYPROC &amp; WALLBOARD)</b>	• Take to the Vancouver Landfill at 5400 72nd Street, Delta or Ecowaste Industries. Visit <a href="http://ecowaste.com">ecowaste.com</a> or call 604-277-1410 for accepted items & hours.
<b>X GARBAGE BEYOND THE TWO CAN LIMIT</b>	• Purchase a \$2 Garbage Tag at City facilities and put on can or bag. See Extra Item Disposal Options.
<b>X HAZARDOUS WASTE</b>	• Call RCBC Recycling Hotline at 604-RECYCLE, visit <a href="http://www.metrovancouverrecycles.org">www.metrovancouverrecycles.org</a> or see page 46 for drop-off locations.
<b>X MATERIALS THAT ARE TOO BIG OR MAY DAMAGE GARBAGE TRUCK</b>	• See Large Item Pick Up program on page 39 for disposal options.
<b>X PROVINCIAL PRODUCT STEWARDSHIP COLLECTION (TAKE-BACK) ITEMS</b>	• Visit <a href="http://bcstewards.com">bcstewards.com</a> or call 604-RECYCLE.
<b>X RECYCLABLES (BLUE BOX &amp; BLUE CART)</b>	• Place in appropriate recycling receptacle unless it is contaminated by food or other waste.
<b>X UNWRAPPED OR LOOSE GARBAGE</b>	• Must be in garbage bag or can.
<b>X YARD TRIMMINGS</b>	• Place in Green Carts or paper yard waste bags. • If one cubic yard or less, drop off at Recycling Depot. Unlimited amounts 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 70% waste diversion from the landfill by 2015.

### 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/recycle](http://www.richmond.ca/recycle).
- 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

- ✓ 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.

#### NOT ACCEPTED

- ✗ Car bodies or parts
  - ✗ Tree stumps
  - ✗ Carpets
  - ✗ Lumber, demolition or home renovation materials
  - ✗ Hazardous waste
  - ✗ Propane tanks
  - ✗ Tires
  - ✗ Gas mowers
  - ✗ Construction materials
- Note: Items that contain any hazardous liquids such as gas, oil, etc. will not be accepted.  
See page 46 - 52 for disposal locations.

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 Westminster Highway in the Terra Nova Rural Park.





**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](http://www.richmond.ca/recycle) for drop-off details.

- |  |  |  |
|--|--|--|
| <ul style="list-style-type: none"> <li>✓ Aluminium materials (aluminium foil, pie plates)</li> <li>✓ Appliances (small and large electrical/battery operated appliances including Dishwashers, washing machines, stoves, barbecues, ovens, microwaves, fridges, freezers, vacuums, hair dryers, toaster ovens, etc.)</li> <li>✓ Batteries (small household batteries less than 5 kg)</li> <li>✓ Books</li> <li>✓ Cell phones (including batteries)</li> <li>✓ Cooking oil and animal fat</li> <li>✓ Corrugated cardboard (flattened, clean corrugated boxes)</li> <li>✓ Exercise and hobby machines (treadmills, elliptical / cross trainers, cycling machines)</li> </ul> | <ul style="list-style-type: none"> <li>✓ Flammable aerosols</li> <li>✓ Flammable liquids</li> <li>✓ Flower pots (paper/plastic garden pots)</li> <li>✓ Gasoline</li> <li>✓ Glass bottles and jars (clear and coloured)</li> <li>✓ Lights (fluorescent tubes, compact fluorescent lights, light emitting diodes, halogen and incandescent lights, high intensity discharge and other mercury containing lamps)</li> <li>✓ Lighting fixtures</li> <li>✓ Magazines</li> <li>✓ Metal items (bike frames, clean 45 gallon drums, clean automotive parts, lawn chairs, steel coat hangers, steel or lead piping)</li> <li>✓ Paper (mixed paper products including flattened boxboards, envelopes, junk mail, flyers, inserts, office paper, paper egg cartons, telephone books, etc.)</li> </ul> | <ul style="list-style-type: none"> <li>✓ Newspaper</li> <li>✓ Paints (household paints)</li> <li>✓ Paint aerosols</li> <li>✓ Pesticides (domestic pesticides)</li> <li>✓ Plastic containers</li> <li>✓ Plastic grocery shopping bags and film plastics</li> <li>✓ Sewing, knitting and textile machines</li> <li>✓ Styrofoam packaging</li> <li>✓ Tin cans</li> <li>✓ Tools (power tools such as angle saws, jigsaws, trimmers, drum machines, etc.)</li> <li>✓ Yard and garden trimmings</li> </ul> |
|--|--|--|



### 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](http://bcmex.ca)
- Free Geek Vancouver: [freegeekvancouver.org](http://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](http://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](http://metrovanancouverrecycles.org))

#### Metro Vancouver Recycling Directory

[metrovanancouverrecycles.org](http://metrovanancouverrecycles.org)

#### MetroVan Reuses

[bc.reuses.com](http://bc.reuses.com)

#### Richmond Shares

[richmondshares.bc.ca](http://richmondshares.bc.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](mailto:hotline@rcbc.bc.ca)

RCBC Recyclepedia at [rcbc.bc.ca/recyclepedia](http://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](http://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.





### 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 helps 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
<b>BATTERIES</b>	Household batteries	<p>Call2Recycle</p> <p><b>Contact</b>  <a href="http://call2recycle.ca">call2recycle.ca</a>                      1-888-224-9764  <a href="mailto:info@call2recycle.ca">info@call2recycle.ca</a></p> <p>Drop off site locator                      1-877-273-2925</p>
<b>BEVERAGE CONTAINERS</b>	Almost all types of beverage containers	<p>Encorp Pacific (Canada)</p> <p><b>Contact</b>  <a href="http://return-it.ca/locations">return-it.ca/locations</a>                      1-800-330-9767 or 604-473-2400  <a href="mailto:returnit@returnit.ca">returnit@returnit.ca</a></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>
<b>CELL PHONES</b>	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><b>Contact</b>  <a href="http://RecycleMyCell.ca">RecycleMyCell.ca</a>                      1-888-797-1740  <a href="mailto:info@recyclemycell.ca">info@recyclemycell.ca</a></p>
<b>ELECTRONICS</b>	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><b>Contact</b>  <a href="http://return-it.ca/electronics">return-it.ca/electronics</a>                      1-800-330-9767 or 604-473-2400  <a href="mailto:returnit@returnit.ca">returnit@returnit.ca</a></p>
<b>MEDICATION</b>	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><b>Contact</b>  <a href="http://healthsteward.ca/returns/british-columbia">healthsteward.ca/returns/british-columbia</a>                      613-723-7262  <a href="mailto:info@healthsteward.ca">info@healthsteward.ca</a></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 shrink wrap, cardboard and wooden pallets.





**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
<b>PACKAGING AND PRINTED PAPER</b>	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 <a href="http://recyclinginbc.ca">recyclinginbc.ca</a> for a complete list	Multi Material British Columbia (MMBC) <b>Contact</b> Twitter: @recyclemorebc <a href="http://www.multimaterialbc.ca">www.multimaterialbc.ca</a>
<b>PAINTS, SOLVENTS, PESTICIDES AND GASOLINE</b>	Paints, solvents, pesticides and gasoline	Product Care Association <b>Contact</b> <a href="http://productcare.org/BC-Paint-Program">productcare.org/BC-Paint-Program</a>
<b>SMALL APPLIANCES AND POWER TOOLS</b>	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 <b>Contact</b> <a href="http://electrorecycle.ca">electrorecycle.ca</a> 1-800-667-4321
<b>TIRES</b>	Car tires, truck tires and some agricultural and logger/skidder tires	Tire Stewardship BC (TSBC) <b>Contact</b> <a href="http://tsbc.ca">tsbc.ca</a> 1-866-759-0488
<b>THERMOSTATS</b>	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. <b>Contact</b> <a href="http://switchthestat.ca">switchthestat.ca</a> 416-922-2448 (ext 232) <a href="mailto:jcourt@summerhillgroup.ca">jcourt@summerhillgroup.ca</a>
<b>USED OIL AND ANTIFREEZE</b>	Motor oil, oil filters, empty oil containers, antifreeze and used antifreeze containers	BC Used Oil Management Association <b>Contact</b> <a href="http://usedoilrecycling.com/bc">usedoilrecycling.com/bc</a> 1-866-254-0555 <a href="mailto:reception@usedoilrecycling.ca">reception@usedoilrecycling.ca</a>



## 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](http://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"> <li>x Asbestos</li> <li>x Automobile bodies and parts</li> <li>x Batteries</li> <li>x Barrels or drums in excess of 205 litres (45 gallons)</li> <li>x Clean or treated wood exceeding 2.5 metres in length</li> <li>x Electronics and electrical products (limited)</li> <li>x Fluorescent lights</li> </ul>	<ul style="list-style-type: none"> <li>x Gypsum</li> <li>x Hazardous waste</li> <li>x Inert fill materials including soil, sod, gravel, concrete and asphalt in quantities exceeding 0.5 cubic metres per load</li> <li>x Lead acid batteries</li> <li>x Liquids and sludge</li> <li>x Mattresses</li> <li>x Oil containers, oil filters, paint products, solvents and flammable liquids</li> </ul>	<ul style="list-style-type: none"> <li>x Household or commercial appliances</li> <li>x Pesticide products</li> <li>x Pharmaceuticals</li> <li>x Propane tanks</li> <li>x Thermostats</li> <li>x Tires</li> <li>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.</li> </ul>



BANNED MATERIALS THAT CAN BE RECYCLED		
<ul style="list-style-type: none"> <li>x Corrugated cardboard</li> <li>x Recyclable paper</li> </ul>	<ul style="list-style-type: none"> <li>x Containers made of glass, metal or banned recycled plastic </li> </ul>	<ul style="list-style-type: none"> <li>x Beverage containers (all except milk cartons)</li> <li>x Yard and garden trimmings</li> </ul>
For a list of Banned and Prohibited Materials, please visit <a href="http://www.metrovancouver.org/services/solidwaste/disposal/Pages/bannedmaterials.aspx">www.metrovancouver.org/services/solidwaste/disposal/Pages/bannedmaterials.aspx</a>		







**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
Certgard Petro-Canada	4011 Francis Road	604-277-3620
Cowell Motors Ltd. - Volkswagen	13611 Smallwood Place	604-273-3922
Esso Service	7991 No. 1 Road	604-277-1105
Jaguar Land Rover of Richmond	5660 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](http://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	6551 No. 3 Road	604-207-1203
	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](http://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 <sup>DB</sup>		
<i>Batteries weighing less than 10 grams or less.</i>		
DROP-OFF LOCATION	ADDRESS	PHONE
Batteries Included	319 - 5300 No. 3 Road	604-270-9989
City's Recycling Depot	5555 Lynas Lane	604-276-4010
Canadian Tire	11388 Steveston Highway	604-271-6651
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](http://call2recycle.ca) or call 1-888-224-9764.

For a complete list of mobile phones drop off locations, visit [call2recycle.ca](http://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](http://recyclemycell.ca/recycling-your-device) available for free.

CARBON MONOXIDE (CO), SMOKE AND COMBINATION SMOKE AND CO ALARMS <sup>DB</sup>		
DROP-OFF LOCATION	ADDRESS	PHONE
London Drugs	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 Trites Road	604-241-9177

For a complete list of alarms accepted, please visit [productcare.org/Smoke-Alarms](http://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 Trites Road	604-241-9177

For a complete list of materials accepted, please visit [return-it.ca/electronics](http://return-it.ca/electronics) or call 604-473-2400.

EXERCISE & HOBBY MACHINES <sup>DB</sup>		
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.		





**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 <sup>DB</sup>, PESTICIDES <sup>DB</sup>, SOLVENTS <sup>DB</sup>, GASOLINE <sup>DB</sup>**

(Gasoline must be in approved VUC containers)

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](http://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
Newalta Corporation *	9 - 7483 Progress Way, Delta	604-952-1220 604-940-9655

**GYPSON DRYWALL <sup>DB</sup>**

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. *	151 11 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 <sup>DB</sup>**

DROP-OFF LOCATION	ADDRESS	PHONE
City's Recycling Depot	5555 Lynas Lane	604-276-4010
Canadian Tire	11388 Steveston Highway	604-271-6651
Home Depot	2700 Sweden Way	604-303-7360
London Drugs	5971 No. 3 Road	604-448-4811
	3200 - 11666 Steveston Highway	604-448-4852

For a complete list of lighting products accepted, please visit [productcare.org/lights](http://productcare.org/lights) or call 604-RECYCLE.

**LUBRICATING (USED) OIL <sup>DB</sup>, OIL FILTERS <sup>DB</sup>, PLASTIC OIL CONTAINERS <sup>DB</sup>**

DROP-OFF LOCATION	ADDRESS	PHONE
Audi of Richmond	5660 Parkwood Way	604-279-9663
Canadian Tire	3500 No. 3 Road	604-273-2939
	11388 Steveston Highway	604-271-6651
Certigard Petro-Canada	4011 Francis Road	604-277-3620
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
Metron Auto Service Ltd.	104 - 8077 Alexandra Road	604-270-1668
Mr. 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](http://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 <sup>DB</sup>		
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 <sup>DB</sup>		
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 Trites Road	604-241-9177



MUSICAL INSTRUMENTS <sup>DB</sup>		
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

PAINT & PAINT AEROSOL CONTAINERS <sup>DB</sup>		
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](http://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.



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 <sup>DB</sup>		
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 <sup>DB</sup>		
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 Trites Road	604-241-9177



MUSICAL INSTRUMENTS <sup>DB</sup>		
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

PAINT & PAINT AEROSOL CONTAINERS <sup>DB</sup>		
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](http://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.





CITY OF RICHMOND



**THERMOSTATS <sup>DB</sup>**

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

For more information, visit [switchthestat.ca](http://switchthestat.ca) or call 1-416-922-2448 ext 232.

**TIRES <sup>DB</sup>**

DROP-OFF LOCATION	ADDRESS	PHONE
A & D Workshop Inc	180 -12871 Clarke Place	604-351-7696
Big-O Tires	102-5651 No. 3 Road	604-247-1555
	11251 Bridgeport Road	604-244-0464
Canadian Tire	3500 No. 3 Road	604-273-2939
	11388 Steveston Highway	604-271-6651
Chariot Tire	404 - 5940 No. 6 Road	604-276-2966
Costco Wholesale	9151 Bridgeport Road	604-270-3647
Express Lube & Tune Centre	2840 No. 3 Road	604-278-1018
Kal Tire	6551 No. 3 Road	604-207-1203
	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
Richmond Country Tire	11880 Machrina Way	604-241-5555
Roadrunners Dial A Tire Ltd.	125 - 11780 River Road	604-274-8473
Shortstop Auto Service	11251 Bridgeport Road	604-244-0464
Signature Mazda	13800 Smallwood Place	604-278-3185
Vancouver Landfill (Passenger/light truck, with/ without rims 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](http://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.

**DID YOU KNOW?**

Recycled tires are used in products such as athletic tracks, playground safety surfaces, synthetic turf fields and roofing products.



**TIRES AND TUBES - BICYCLE**

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

For more information, visit [tsbc.ca/bike.php](http://tsbc.ca/bike.php) or call 1-866-759-0488.

**TOOLS - POWER (ELECTRONIC & ELECTRICAL) <sup>DB</sup>**

DROP-OFF LOCATION	ADDRESS	PHONE
City's Recycling Depot	5555 Iynas 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 <sup>DB</sup>**

DROP-OFF LOCATION	ADDRESS	PHONE
Best Buy	700 - 5300 No. 3 Road	604-273-7335
Future Shop	102 - 5300 No. 3 Road	604-232-9722
	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

**NON HAZARDOUS MISCELLANEOUS ITEMS**

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

\*\*\*\*\* 82





**CITY OF RICHMOND**

Environmental Programs Information Line:

604-276-4010

[www.richmond.ca/recycle](http://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.