



# City of Richmond

## Report to Committee

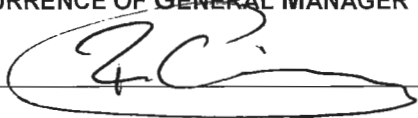

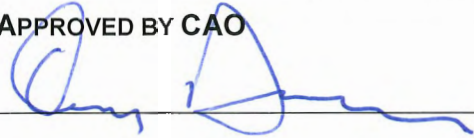
**To:** Public Works and Transportation Committee  
**From:** Tom Stewart, ASCT.  
Director, Public Works Operations  
**Date:** March 26, 2018  
**File:** 10-6370-01/2018-Vol  
01  
**Re:** **Annual Report 2017: Recycling and Solid Waste Management**

### Staff Recommendation

That the annual report titled, "Report 2017: Recycling and Solid Waste Management – Improving Recycling Quality" be endorsed and Attachment 1 be made available to the community through the City's website and through various communication tools including social media channels and as part of community outreach initiatives.

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

Att. 1

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

## **Staff Report**

### **Origin**

This report presents the City's annual progress toward waste diversion goals as outlined in the attached "Report 2017: Recycling and Solid Waste Management – Improving Recycling Quality".

This report supports Council's 2014-2018 Term Goal #4 Leadership in Sustainability:

*Continue advancement of the City's sustainability framework and initiatives to improve the short and long term livability of our City, and that maintain Richmond's position as a leader in sustainable programs, practices and innovations.*

*4.1. Continued implementation of the sustainability framework.*

This report supports Council's 2014-2018 Term Goal #9 A Well-Informed Citizenry:

*Continue to develop and provide programs and services that ensure the Richmond community is well-informed and engaged on City business and decision making.*

*9.1. Understandable, timely, easily accessible public communication.*

### **Analysis**

#### **Background**

The City has established a waste diversion target of 80% by 2020 which is aligned with regional targets in the Integrated Solid Waste and Resource Management Plan (ISWRMP). With the full suite of programs now available in the community, and the continued commitment by community members to recycle, Richmond is on track to achieve this target and its goal to be a Recycling Smart City.

"Report 2017: Recycling and Solid Waste Management – Improving Recycling Quality" (the Report) presents the City's annual progress update (Attachment 1). The Report summarizes Richmond's comprehensive initiatives, and includes tips and resources to support recycling and sustainable waste management.

#### **2017 Highlights**

The Report provides an overview of Richmond's progress towards its waste diversion targets as well as the initiatives underway to promote increased recycling. The Report also highlights outreach initiatives and measures to improve efficiency in service delivery. By delivering responsive services that meet emerging needs and priorities, and applying community outreach, education and communication initiatives, Richmond continues to work with the community to achieve goals.

Key accomplishments in 2017 include:

- Achieved 78% waste diversion for residents in single-family homes.
- Launched the “Let’s Recycle Correctly!” campaign to engage directly with residents to improve the quality of recycling and reduce contamination levels. This included the launch of instructional videos to assist residents in improving recycling quality.
- Introduced and increased awareness of the Recycling Wizard which allows residents to search for information about drop-off locations for various materials. Since its launch, there have been 38,358 online searches for collection day details and 65,571 searches for materials using the Recycling Wizard.
- Supported the Green Ambassador program which engaged 135 student volunteers as they contributed 3,130 hours to promote recycling and responsible waste management at community events. Green Ambassadors also spent 390 hours at training and engagement symposiums hosted by the City.
- Supported recycling for approximately 175,000 attendees at 69 events.
- Responded to over 20,600 customer service requests and administrative transactions related to garbage and recycling via the Environmental Programs Information Line.
- Delivered 23 waste reduction workshops with approximately 328 attendees, held 7 Recycling Workshops for 128 residents, hosted 11 Recycling Depot tours for 218 students and teachers, and participated at 10 community events to raise awareness about how to properly sort recyclables to reduce contamination.
- Served residents in vehicles every 53 seconds for drop off recycling services at the City’s Recycling Depot.

These and other key accomplishments in 2017 are outlined in further detail in the Report.

### Report 2017 Overview

The 2017 Report contains four chapters. The first three chapters summarize outcomes and accomplishments in the past year, provide data to report on progress related to current waste management and recycling services, and highlight the variety of public education/community outreach programs delivered across the city. The final chapter in the Report is a comprehensive tips and resources section. The Report content also features tips for residents to help them connect with City and producer stewardship programs for disposing of a variety of items.

A summary overview of each chapter follows.

*Chapter 1: Annual Outlook – Improving Recycling Quality* highlights the new challenges the City encountered in 2017 and its continued need to remain focused on best practices and opportunities to support its target for 80% waste diversion by 2020. A key initiative in 2017 was the “Let’s Recycle Correctly!” campaign, a program designed to improve the quality of recycling to address higher standards imposed by China, a significant buyer of recycling commodities in

the marketplace. The “Let’s Recycle Correctly!” campaign was designed to not only improve the quality of recycling materials, but was also leveraged to help support increased recycling.

The program includes an information and awareness campaign to inform residents about items that can cause contamination and provides tips on how to recycle these items correctly. The campaign also recognizes residents who are recycling correctly with a Gold Star on their Blue Box, along with a thank you from the City. Early measurement is showing positive outcomes as the amount of contamination is decreasing and a growing number of Gold Stars are being awarded to residents. To support the “Let’s Recycle Correctly!” program, the City has focused on increasing awareness of the Recycling Wizard, which makes it easy for residents to search for information on how to recycle various items. The Recycling Wizard is available online at [www.richmond.ca/recyclesearch](http://www.richmond.ca/recyclesearch), or in the free Richmond Collection Schedule app.

Multi-family complexes were also the focus of an information campaign to help reduce contaminants in their Green Carts. The City reached out to residents in multi-family complexes to help increase understanding about how to recycle with their Green Cart, along with tips on how to reduce contamination. As part of this program, contamination alerts were sent to 14,395 units, notifying them of the issue in their building and staff hosted 30 information sessions.

Seeing a vehicle every 53 seconds, the Richmond Recycling Depot continues to offer a valuable drop-off recycling service for residents. To support this service, the City signed a new service contract to ensure Richmond residents can continue to enjoy great service at the Recycling Depot for years to come.

*Chapter 2: Programs and Services – Delivering 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. This chapter provides details on the quantities collected through the Blue Box, Blue Cart, and Green Cart recycling programs, drop-off services at the Richmond Recycling Depot, Yard Trimmings Drop Off service and litter collection services. This section also includes details on the major categories of items collected through the City’s Large Item Pick Up Program. It is noteworthy that residents recycled nearly 21,000 tonnes of food scraps, and yard and garden trimmings in 2017 alone, with the majority coming from single-family homes followed by townhomes and multi-family housing sites.

*Chapter 3: Outreach and Customer Service – Supporting Awareness and Education* presents the City’s commitment to support waste reduction and reuse by working together with community members and partners. This includes working with children and youth through school programs and the Green Ambassador program to support recycling leadership in the community. Free workshops on reducing food waste and how to sort recycling correctly are offered throughout the year, as are outreach displays at various events. City staff partnered with the Richmond School District to engage 1,129 elementary school students in 10 productions to teach them how to recycle and inspire them to reduce waste. The City acknowledged elementary schools that made great efforts to reduce litter in their neighbourhood parks, presenting Maple Lane Elementary School with the award for “My School Always Sparkles” and Diefenbaker Elementary School with the “My School Now Sparkles” award. City staff members also mentored 135 high school



Green Ambassadors, who contributed more than 3,520 volunteer hours to support community events and the annual REaDY Summit.

*Chapter 4: Tips and Resources – Easy Steps to Increase Recycling and Reduce Waste* provides a comprehensive guide to recycling. It includes specific information on how and what to recycle in the City's Blue Box, Blue Cart, Large Item Pick Up and Green Cart programs. There is information on how to compost at home, the items accepted for recycling at the Richmond Recycling Depot, and what to do with many household items ranging from medication to recyclable mattresses. In addition to these tips and resources, the City continues to use communication tactics such as advertising and social media, to raise awareness about key programs and new initiatives.

The resources section includes information on what to do with special waste items and banned materials, including recycling and disposal options through take-back programs. There is contact information and locations for Richmond services and community partners involved in stewardship programs.

### *Moving Forward*

As the City continues to work with residents to achieve 80% waste diversion and improve the quality of recycling, key focus areas in 2018 will include:

1. Partner with the Major Appliance Recycling Roundtable on a pilot program to evaluate opportunities to offset taxpayer costs associated with the collection of large appliances.
2. Leverage public engagement by continuing to promote Green Ambassadors and raise awareness about how to recycle correctly, as well as the importance of responsible waste management through support workshops, theatrical shows, digitally-led classroom activities, and support the 7<sup>th</sup> Annual REaDY Summit.
3. Improve recycling quality by continuing the "Let's Recycle Correctly!" program to generate awareness about the types of materials that are recyclable in Richmond's programs and how to sort recyclables properly to reduce contamination.
4. Enhance the Richmond Recycling Depot by reporting on potential changes to the configuration, including hours and days of operation and items accepted.
5. Expand public spaces recycling options by installing new public spaces recycling bins to provide convenient, accessible recycling, and enhance the container replacement and maintenance program.
6. Increase awareness of proper grease disposal through a pilot program to collect waste grease from a small number of multi-family complexes.
7. Incorporate an engaging Recycling Challenge game to help raise awareness of proper sorting of recycling and also incorporate an on-line supply ordering tool.
8. Improve litter collection efficiency by continuing to review opportunities to install additional in-ground containers in high traffic and/or remote public spaces to address garbage capacity concerns and reduce service frequency.

Another key activity in 2018 will be the commencement of a competitive request for proposals process for the City's garbage and recycling services under contract, as the existing contract expires on December 31, 2018.

*Proposed Communication*

Subject to Council's approval, the annual "Report 2017: Recycling and Solid Waste Management – Improving Recycling Quality" 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.

**Financial Impact**

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 2017: Recycling and Solid Waste Management – Improving Recycling Quality", the City is providing its residents with a progress report on the many recycling and waste management programs and activities delivered in the community. The Report also serves as a comprehensive resource 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 78% waste diversion in 2017, which is on track for the goal to divert 80% of waste by 2020.



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

Att. 1: Report 2017: Recycling and Solid Waste Management – Improving Recycling Quality

City of Richmond

# REPORT 2017

RECYCLING AND SOLID WASTE MANAGEMENT



IMPROVING RECYCLING QUALITY

Let's trim our waste!



**LET'S  
TRIM  
OUR  
WASTE!**

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# ANNUAL OUTLOOK

## IMPROVING RECYCLING QUALITY

When it comes to recycling and sustainable waste management, it's clear that each success will be followed by new challenges and the need to remain focused on best practices and opportunities for improvement. Richmond residents are leaders in recycling and are now diverting close to 80% of their waste from landfills.

At the same time, in 2017, the City of Richmond continued to strive for improved operational efficiency to support enhanced service delivery through its many programs and services. The City has also been responding to a growing imperative to improve the quality of recycling, and is making progress in multiple new initiatives that support achieving its goals for continuous improvement in waste management.

One of the largest new initiatives in 2017 stems from the need to reduce contamination in recycling to keep costs down and ensure that recycling can be sold to be converted into new products. Improving the quality of recycling is no longer just an ideal – it's a requirement. This is because China, the world's largest purchaser of recycled materials, is setting higher standards for recycling quality under its National Sword campaign and will not purchase contaminated recycling. As well, the City may be subject to fines and other penalties when its contamination levels exceed 3% as part of its contract with RecycleBC.

To help address these concerns and improve the quality of recycling, the City launched its "Let's Recycle Correctly!" program. The program includes an information and awareness campaign to inform residents about items that can cause contamination and provide tips on how to recycle these items correctly. The campaign also recognizes residents who are recycling correctly with a Gold Star on their Blue Box, along with a thank you from the City. The program is being implemented in two phases, starting in 2017 and completing in 2018. Recycling teams have been randomly auditing curbside recycling and leaving behind information kits for residents. The campaign also includes a broader community campaign through advertising, media relations, social media and videos posted online.

In the first phase, more than 6,300 households were visited (5,320 single-family homes and 1,067 homes in multi-family complexes). Recycling teams were able to engage with residents at close to 30% of the homes visited. Of those engaged, 86% were happy with the program and 12% had a lot of questions that the teams answered. The teams gave Gold Stars to 2,519 households in the first phase of the program – about 39% of the homes visited. Early measurement is showing positive outcomes as the amount of contamination is decreasing and a growing number of Gold Stars are being awarded to residents.

As an added service to help make it easy and convenient for residents to find out where to recycle various household items, the City has introduced its Recycling Wizard and is promoting this new tool through advertising and social media. With the Recycling Wizard, residents simply type in a wide variety of household items and the app will tell them where each item can be recycled. The Recycling Wizard is available online at [www.richmond.ca/recyclesearch](http://www.richmond.ca/recyclesearch), as well as in the free Richmond Collection Schedule app, which is available through the Apple and Android app stores. The app also provides residents with reminders about their collection day and other recycling tips.

With its commitment to continuous improvement and service excellence, the City also introduced a new service contract at the Richmond Recycling Depot to ensure residents can continue to enjoy great service. The Recycling Depot sees a vehicle every 53 seconds on average during operating hours as residents come to drop off recycling items such as Styrofoam, batteries, cooking oil, large and small appliances, extra yard waste and many other recyclable materials.



## CITY OF RICHMOND

## Improving the quality of recycling will help ensure it can be sold to processors and is important for keeping taxpayer costs down.

The City has also improved efficiencies in litter management to help keep up with population growth while ensuring that public spaces remain clean and litter free. As part of these updates, the City has made adjustments to routing for litter collection and installed large in-ground containers that have larger capacity.

Richmond also recognizes that there are opportunities to improve how recycling is managed at multi-family and commercial buildings through the design of effective waste management areas for recycling and waste collection. To support these improvements, the City has provided a guide for commercial and multi-family developments. The new *Waste Management Design Guidelines for Commercial and Multi-Family Developments* highlights developer responsibilities, provides design guidelines and criteria, and includes a new requirement for a waste management overlay plan.

Multi-family complexes have also been the focus of an information campaign to help reduce contaminants in their Green Carts. While this is different than the challenge in Blue Box/Blue Cart contamination, it's equally important to ensure only organics go into the Green Cart as the City is still subject to fines or other penalties when contamination is found. To help address this issue, the City reached out to residents in multi-family complexes to help increase understanding about how to recycle with their Green Cart along with tips on how to reduce contamination. As part of this program, contamination alerts were sent to 14,395 units, notifying them of this issue in their building, and 30 information sessions were held.

Recognizing that success in sustainable waste management is based on continuous improvement, the City is already looking ahead with plans for the upcoming year. The City will be rolling out new public spaces recycling bins and continue public engagement to support its programs and services. In particular, the City remains focused on its goals to increase recycling to achieve 80% diversion by 2020, and improve recycling quality through the "Let's Recycle Correctly!" program. As with all new initiatives in waste management, the City looks forward to working with residents to implement these new programs and achieve its goal to be a Recycling Smart City.

### RICHMOND COLLECTION SCHEDULE APP - ALL TIME STATS



**20,864** UNIQUE ADDRESS SEARCHES AND **38,358** TOTAL ADDRESS SEARCHES

**4,771** MOBILE APPS INSTALLED

**7,482** ACTIVE REMINDERS

**1,535** PDF CALENDAR DOWNLOADS

**65,571** RECYCLING WIZARD SEARCHES

## 2017 REPORT • IMPROVING RECYCLING QUALITY

## OUR TOP ACCOMPLISHMENTS IN 2017

The following are some of the key accomplishments in 2017:

## LET'S RECYCLE CORRECTLY CAMPAIGN

**Introduced** the "Let's Recycle Correctly!" program to raise awareness about the issues stemming from contamination in Blue Box/Blue Cart recycling, and increase understanding about how to sort and recycle correctly. The program included random audits by recycling teams who also met directly with residents to answer questions and provide tips, information kits for residents and a broader information campaign that included advertising, social media and online instructional videos.

## COLLECTION SCHEDULE APP

**Increased** awareness of the Richmond Collection Schedule App to provide residents with reminders about their curbside collection day and information about drop-off locations for various materials using the Recycling Wizard. Since its launch, there have been 38,358 online searches for collection day details, 65,571 searches for materials using the Recycling Wizard, and 7,482 residents signed up for weekly reminders.

## GREEN AMBASSADORS

**Supported** 135 student volunteers as they contributed 3,130 hours to promote recycling and responsible waste management at 23 community events. Green Ambassadors also spent 390 hours at training and engagement symposiums.

## LITTER MANAGEMENT

**Improved** litter management with the installation of three in-ground containers to increase capacity while reducing the need for frequent collection, and implemented new litter collection routes to maximize operational efficiency as part of continuous improvement. Litter crews inspected and/or serviced containers more than 280,000 times in 2017.

## GREEN CART CONTAMINATION

**Initiated** an information campaign in multi-family complexes to increase awareness about contaminants in Green Cart recycling. The City hosted 30 information sessions, met with residents to provide tips on how to reduce contamination, and sent alerts to 14,395 units to flag issues in their building.

## RICHMOND RECYCLING DEPOT VISITS

**Provided** recycling drop-off services with more than 160,000 visits to the Richmond Recycling Depot, which equates to one visit every 53 seconds.

## EVENT RECYCLING

**Supported** improved waste diversion by providing recycling containers for approximately 175,000 attendees at more than 69 events.

## CUSTOMER SERVICE

**Responded** to more than 20,693 customer service requests and administrative transactions related to garbage and recycling via the Environmental Programs Information Line.

## STUDENT &amp; COMMUNITY ENGAGEMENT

**Delivered** 30 recycling and waste reduction workshops with approximately 460 attendees, organized 10 DreamRider productions at local schools involving 1,129 students, hosted 11 Recycling Depot tours for 218 students and teachers, and participated at 10 community events to raise awareness about how to properly sort recyclables to reduce contamination.

## CITY OF RICHMOND

**OUR GOALS**

Richmond's long-term goal is to be a Recycling Smart City, and the annual goals listed below are designed to help achieve this target. Each goal is designed to make it easy and convenient to recycle and reduce waste in Richmond, as well as creating and promoting opportunities for innovation, partnership and continuous improvement.







## THANK YOU TO RICHMOND RESIDENTS

Over the past decade, Richmond residents have consistently demonstrated their commitment to recycling. Thanks to their efforts, Richmond is close to achieving its target of 80% waste diversion by 2020. Residents are also recycling at the Richmond Recycling Depot, with more than 160,000 visits per year.

In 2017, we reached out to residents and asked them to help us with a new challenge – the need to improve the quality of recycling. It is no surprise that our residents are taking this new challenge to heart and working to help sort their recycling correctly. Our thanks and appreciation go to residents for working with us to help improve the quality of our recycling by sorting items correctly. We also want to send out a special thank you to residents who have demonstrated their recycling expertise and were recognized with a Gold Star.

Recycling and waste diversion takes continuous commitment, and we appreciate the way our residents work hard to keep recycling out of the garbage when they are at home and on the go in our community. We ask all residents to help us as we strive to achieve 80% waste diversion and improve the quality of our recycling. Thank you!

### DID YOU KNOW?

There are three common causes of recycling contamination:

1. Materials that are not accepted in the Blue Box/ Blue Cart program are placed in the bins;
2. Recyclable materials are not sorted correctly, such as glass being placed in the Blue Box/Blue Cart; and
3. Items are not recycled properly, such as leaving food residue in containers or bundling materials in a plastic bag.

See page 23 for more details.

CITY OF RICHMOND

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**CONVENIENT,  
HIGH QUALITY  
AND RELIABLE  
SERVICES**

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## PROGRAMS AND SERVICES

### DELIVERING SERVICES TO MAKE RECYCLING EASY AND CONVENIENT

Richmond residents in single-family homes are diverting 78% 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 deliver services to help residents reduce their garbage and create incentives to promote increased recycling. Green Cart and Blue Box/Blue Cart recycling remain core services to help residents recycle. Residents can also drop off a growing list of recyclable items at the Richmond Recycling Depot and other drop-off facilities.

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



Residents in single-family homes are now diverting 78% 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. The following are the key recycling and waste management services offered through the City of Richmond.

### BLUE BOX

Weekly curbside collection for paper, newsprint, glass, plastic containers, empty aerosol cans, milk cartons, plastic/paper drink cups, spiral wound containers, and tin and aluminium containers. This program is provided to over 40,500 residential units in single-family homes and townhomes. For details, see page 32.

### BLUE CART

Weekly recycling collection for paper, newsprint, glass, plastic containers, aerosol cans, milk cartons, plastic/paper drink cups, spiral wound containers and tin and aluminium containers. This program is provided to more than 35,600 multi-family units. For details, see page 34.

### GREEN CART

Collection for foods scraps and yard trimmings. This program is provided to residents in single-family homes and townhomes as well as multi-family complexes. For details, see page 36.

### RECYCLING DEPOT

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

### GO! RECYCLE PUBLIC SPACES AND EVENT RECYCLING

Recycling bins in the community make it easy to recycle on the go, such as in parks, at community centres, in the Steveston business district and at the Canada Line stations and Richmond central bus stops. Richmond supports community events by loaning garbage and recycling bins for local events at no charge.

### 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 tags or disposal 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, some townhomes and some multi-family complexes can arrange for collection of four large household items per year. For details, see page 39.

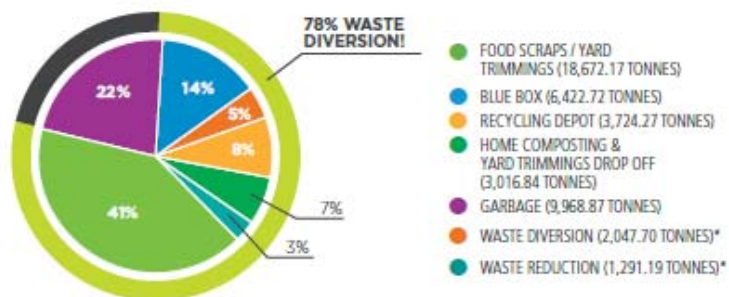
### COMMUNITY AND SCHOOL ENGAGEMENT

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?

Some items are banned from the garbage. Food scraps and other recyclable materials like paper, plastic containers, glass bottles, and aluminium cans are no longer permitted in the regular garbage and can instead be recycled using the City's convenient recycling programs.

### SINGLE-FAMILY RECYCLING



Residents in single-family homes recycled or reduced 35,174.89 tonnes in 2017 – 78% 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





## 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.

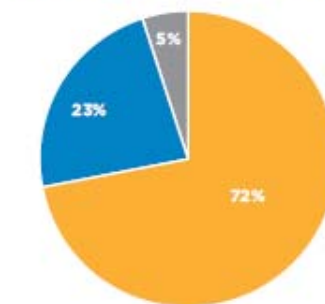
### BLUE BOX RECYCLING PROGRAM

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 40,500 residential units are serviced with weekly collection under this program.

In 2017, more than 6,400 tonnes of materials were recycled in the Blue Box program. Of this, 72% was mixed paper, 5% was glass jars and glass bottles and 23% was mixed 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).

### 2017 BLUE BOX RECYCLING MIX



- MIXED PAPER (4,594.49 TONNES)
- GLASS (341.33 TONNES)
- CONTAINERS (1,486.90 TONNES)

## 2017 REPORT • IMPROVING RECYCLING QUALITY

**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 to create a mini-recycling depot at each complex, which is generally located in the recycling enclosure or other convenient location. This service is currently available to more than 35,600 multi-family units. The City offers information sessions and provides communication materials such as Blue Cart decals, posters and brochures for stratas and property managers to help raise awareness and increase participation.

In 2017, more than 1,960 tonnes of materials were recycled through the Blue Cart recycling program.

It is important to recycle using the correct carts. 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.

Residents in multi-family complexes with Blue Cart service can pick up an indoor collection bag at the Richmond Recycling Depot or phone the Environmental Programs Information Line at 604-276-4010.



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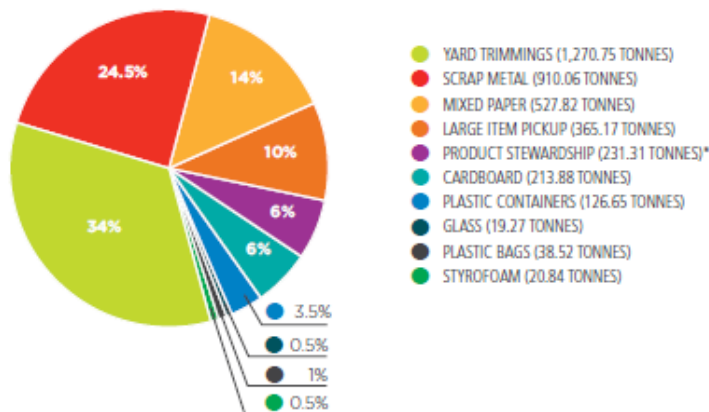
## RECYCLING DEPOT PROGRAM

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 Recycling Depot also sells compost bins, rain barrels, Garbage Tags and Garbage Disposal Vouchers. The Richmond 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, as well as 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, glass 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 2017



### TOTAL TONNAGE = 3,724.27

In 2017, 3,724.27 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.

\* Estimated



## 2017 REPORT • IMPROVING RECYCLING QUALITY

**DEPOT RECYCLING: MATERIALS AND AMOUNTS COLLECTED THROUGH TAKE BACK PROGRAMS IN 2017**

**PAINT**  
216,000  
EQUIVALENT  
LITRES



**AEROSOLS**  
9,275 EQUIVALENT  
LITRES



**SOLVENTS & PESTICIDES**  
8,640 EQUIVALENT  
LITRES



**SMALL APPLIANCES**  
89.19 TONNES



**CFLS**  
474 BOXES



**4' TUBES 8' TUBES**  
362 BOXES 34 BOXES

**FOR SALE AT THE RECYCLING DEPOT**

Residents can purchase the following items:

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

**RECYCLE AT THE DEPOT**

Richmond's free drop-off program includes:

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

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

**TIP FOR RESIDENTS**

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

## CITY OF RICHMOND



## COMPOSTING PROGRAMS

Composting is a simple and organic process that can reduce household waste by up to 40%. 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 incorporating composting information into Food Waste Reduction workshops. The City offers compost bins for sale at the Recycling Depot for \$25 plus tax 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, 10,810 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 located at 2631 Westminster Highway just west of No.1 Road. It is open from dawn to dusk year-round. 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 collection programs is sold for use in the landscaping industry.

## 2017 REPORT • IMPROVING RECYCLING QUALITY

**DID YOU KNOW?**

Cut grass can act as a great slow-release fertilizer. One bag of grass clippings produces 100 g of nitrogen-rich fertilizer that can help conserve water and enrich the soil to help your garden bloom.

**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. Commercial landscapers servicing multi-family residential properties are also eligible for free drop-off. They must apply for this exemption.

Visit [ecowaste.com](http://ecowaste.com) or call 604-277-1410 for hours of operation and directions.

**RICHMOND RECYCLING DEPOT**

Residents may drop off limited quantities of yard and garden trimmings (up to 1 cubic yard) at the Richmond Recycling Depot. A fee of \$20 applies for each additional cubic yard. Commercial operators may also use the Recycling Depot to drop off yard trimmings for a fee of \$20 per 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 Recycling Depot, please refer to the Tips and Resources section on page 41.

**DROP OFF TONNAGE IN 2017**

In 2017, 4,421.90 tonnes of yard trimmings were collected at the Recycling Depot and through the Ecowaste residential and multi-family drop-off service.





## CITY OF RICHMOND



## GREEN CART PROGRAM

Richmond's Green Cart recycling program is available to all Richmond residents to ensure they have a convenient service to recycle food scraps, and yard and garden trimmings, which are banned from the garbage. Green Cart recycling totalled 20,920.27 tonnes in 2017. The majority came from single-family homes followed by townhomes and apartments in multi-family housing sites.

Food scraps and yard trimmings represent about 40% of household waste, and the increase in Green Cart recycling along with Richmond's other recycling services has contributed to residents in single-family homes reducing their garbage by 78% in 2017. The Green Cart program is also an important service to support residents with an easy and convenient recycling option to meet requirements for Metro Vancouver's disposal ban on food scraps.

### MULTI-FAMILY RECYCLING BY THE NUMBERS

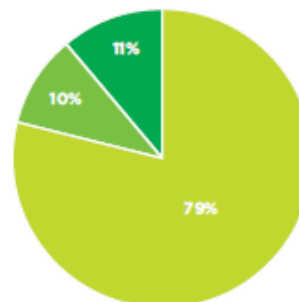
Residents in multi-family buildings are continuing to improve their recycling performance.

When it comes to Green Cart organics recycling, Richmond multi-family residents trend slightly above regional averages. In 2017, Richmond residents recycled 39.11 kg/capita or 78.22 kg/unit. The regional average in 2017 was 35 kg/capita. Drop off of yard trimmings by commercial operators serving multi-family properties in Richmond was 34.04 kg/capita or 68.08 kg/unit in 2017.

When organics and yard trimmings are combined, multi-family residents diverted a total of 73.15 kg/capita or 146.3 kg/unit in 2017.

Regional estimates indicate that multi-family residents disposed of 212 kg/capita in 2017 and recycled 82 kg/capita of paper, containers and glass.

### 2017 RESIDENTIAL GREEN CART RECYCLING



- SINGLE-FAMILY HOMES (16,496.68 TONNES)
- TOWNHOMES (2,175.49 TONNES)
- APARTMENTS & CONDOMINIUMS (2,248.10 TONNES)

Most household items are recyclable. Think twice before putting items in the garbage to help keep recyclables out of your Garbage Cart.

## GARBAGE COLLECTION SERVICES

Richmond's curbside garbage collection services provide residents with convenient options for waste disposal. Household garbage is collected biweekly using City-provided garbage carts, and residents are offered curbside collection for up to four large household items through the City's Large Item Pick Up program.

### GARBAGE COLLECTION

Richmond's biweekly Garbage Cart program, includes City-provided carts with wheels and lids and is designed to lower costs for residents who are reducing their garbage by recycling their household waste.

Residents who select smaller cart sizes are generating less garbage and as a result, they pay less for their annual curbside garbage collection. Residents can exchange their cart for a different size, and their curbside garbage collection fees are adjusted according to the size selected.

With biweekly collection, garbage is collected every other week and recycling is collected weekly. Residents receive an annual Garbage Collection Schedule, which is customized to each collection zone.

### GARBAGE CART SIZE OPTIONS



There are four standard sizes of Garbage Carts, and an additional Extra Small cart is available by request.

**EXTRA LARGE**  
360 litres  
D 34.5 x W 25 x H 44.5 in

**LARGE**  
240 litres  
D 27.5 x W 24.5 x H 43 in  
Standard size for  
single-family homes

**MEDIUM**  
120 litres  
D 21.5 x W 19 x H 37.5 in  
Standard size  
for townhomes

**SMALL**  
80 litres  
D 20 x W 16 x H 34.5 in

## CITY OF RICHMOND



### EXTRA GARBAGE OPTIONS

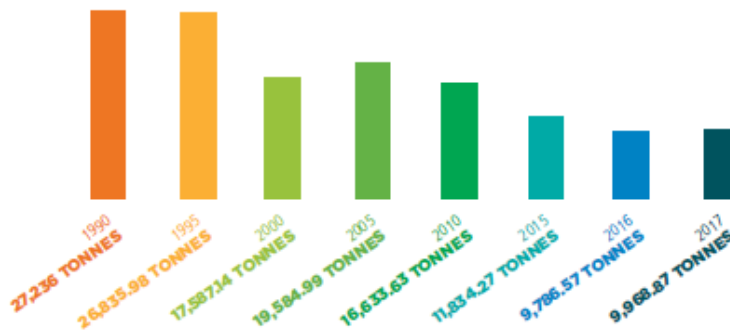
For the occasions when residents have extra garbage, the City offers several options:

- Residents can purchase \$2 Garbage Tags from City facilities for excess garbage bags/cans as needed.
- Use Richmond's Large Item Pick Up program for curbside collection of up to four large items each year. To schedule a large item pick up, residents call the City's service provider, Sierra Waste Services at 604-270-4722.
- A \$5 Garbage Disposal Voucher for the Vancouver Landfill (one per Richmond household per year) can be purchased at City facilities. The voucher is good for up to \$25 in value for garbage drop off at the Vancouver Landfill located at 5400 72nd Street, Delta. For more information, call 604-276-4010.

**10,858**  
GARBAGE TAGS SOLD

**786**  
GARBAGE DISPOSAL  
VOUCHERS SOLD

### GARBAGE DISPOSAL OVER THE YEARS





## 2017 REPORT • IMPROVING RECYCLING QUALITY



## 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, as well as townhomes and multi-family complexes with the City's Garbage Cart and/or Blue Box program. This service makes it easier for residents who do not have access to a vehicle to dispose of large items. Residents can contact the City's service provider at 604-270-4722 to arrange for collection of up to four large items per year. All four large items can be picked up at the same time, or in varying bundles for a total of four items annually.

Items accepted in this program include furniture, appliances and small household goods. Restrictions apply to ensure items can be handled safely 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 \$25 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).

APPROXIMATELY **8,890** REQUESTS FOR SERVICE



**3,122**  
MATTRESSES &  
BOXSPRINGS



**594**  
WASHERS & DRYERS



**352**  
TELEVISIONS



**655**  
FRIDGES & FREEZERS



**401**  
BARBECUES



**222**  
DISHWASHERS

**553** TONNES WERE COLLECTED  
AND OF THIS, **288**  
TONNES WERE RECYCLED



**268**  
STOVES



**48**  
MICROWAVES



**1,060**  
OTHER

**7,789**  
NON-RECYCLABLE HOUSEHOLD ITEMS COLLECTED  
FOR SAFE HANDLING AND DISPOSAL

**14,511** ITEMS COLLECTED

## 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 inspect or service garbage and recycling from litter and recycling receptacles in the community 23,515 times every month. Crews also assist with removing graffiti from City garbage cans, and 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 2017, litter crews cleaned up 799 sites where materials were dumped illegally.

**BINS INSPECTED  
OR SERVICED 23,515** **TIMES PER MONTH  
OR APPROXIMATELY 282,000** **TIMES  
PER YEAR**

**CREWS TRAVEL 2,932** **KILOMETRES PER WEEK  
TO INSPECT AND SERVICE BINS**

## 2017 REPORT • IMPROVING RECYCLING QUALITY

It's important to think of recycling as a commodity to sell – not waste.

## LET'S RECYCLE CORRECTLY!

Richmond introduced a new information and awareness campaign – Let's Recycle Correctly! – to help inform residents about how to improve the quality of their recycling by reducing contamination.

It is becoming increasingly critical to generate quality recycling as China, the world's largest purchaser of recycled materials, is setting high standards for recycling quality under its National Sword campaign and will not purchase contaminated recycling. As well, the City is subject to fines and other penalties when contamination is found in recycling, which increases taxpayer costs.

The City's Let's Recycle Correctly! campaign began in the fall, and the goal is to help increase awareness about how to sort recycling correctly and reduce contamination. The campaign includes information kits for residents, as well as advertising, social media, promotion of the City's Recycling Wizard and other outreach. City recycling teams conducted random recycling audits throughout the community and worked with residents to help them improve the quality of their recycling. The results from the first phase of this program are already showing significant improvement in recycling quality as phase two of the program continues in 2018.



VISITED **6,387** HOMES IN TOTAL

**5,320** SINGLE-FAMILY HOMES AND  
**1,067** HOMES IN MULTI-FAMILY COMPLEXES

## WHAT TO WATCH FOR



**2,519**  
GOLD STARS AWARDED

TYPES OF CONTAMINATION	HOW TO RECYCLE CORRECTLY
Glass bottles and glass jars in the Blue Box	Recycle in grey Glass Recycling Bin (curbside) or Glass Recycling Cart (centralized).
Recyclable items that are not accepted in Blue Box / Blue Cart (Styrofoam, plastic bags, paints and solvents, batteries and cell phones, a non-packaging plastics like toys and coat hangers)	Drop off at Richmond Recycling Depot – 5555 Lynas Lane.
Non-recyclable plastic (Ziplock bags, straws and plastic cutlery)	These are not recyclable. Please put in Garbage Cart.
Containers with food residue	Remove food and rinse before placing in recycling bin.
Propane tanks	Take to Husky Gas Stations: 8011 No. 3 Road (604-270-3822) or 9060 Bridgeport Road (604-278-0011). Or call 604-732-9253 for locations.
Electronics	Visit <a href="http://return-it.ca/electronics">return-it.ca/electronics</a> for drop-off locations.





2017 REPORT • IMPROVING RECYCLING QUALITY

## 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 2017, approximately 135 youth volunteered more than 3,520 hours in Richmond's Green Ambassador program to support recycling awareness at events and outreach displays.



## CUSTOMER SERVICE

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

The Environmental Programs Information Line staff assisted customers with almost 20,700 service requests in 2017, answering questions, assisting with requests relating to garbage and recycling and providing guidance on where to go for additional information and resources. Richmond also assists customers directly at the Recycling Depot, and through its outreach programs in the community.

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

**20,693**  
CUSTOMER SERVICE  
CALLS SUPPORTED

**330** YOUTUBE  
VIDEO VIEWS

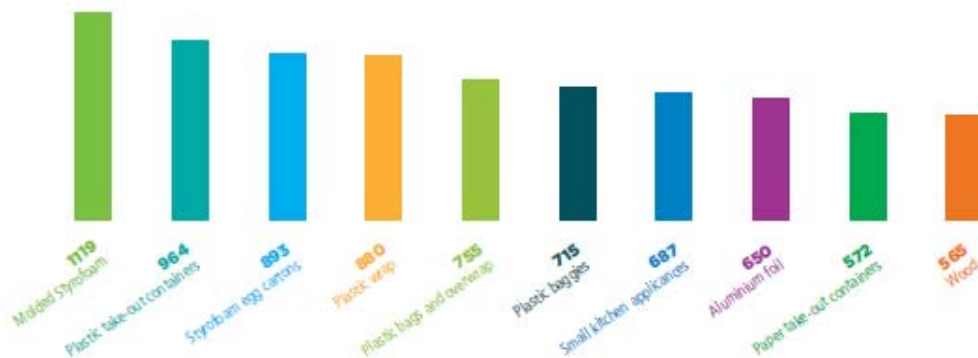
**69**  
COMPOST  
BINS SOLD

**11** RICHMOND RECYCLING  
DEPOT TOURS COMPLETED



## 2017 REPORT • IMPROVING RECYCLING QUALITY

## TOP MATERIALS SEARCHED IN THE WASTE WIZARD - ALL TIME



## 2017 HIGHLIGHTS

## NEW SEARCH &amp; TIPS TOOLS

Richmond now offers the Recycling Wizard to help residents search for where to recycle household items. The Recycling Wizard is available online at [www.richmond.ca/recycdesearch](http://www.richmond.ca/recycdesearch) and in the Richmond Collection Schedule app, which is available for free from the Apple and Android app stores. Since its launch, there have been 65,571 Recycling Wizard searches, 38,358 address searches and 7,482 active collection reminders. The City also launched a series of instructional videos, which have had 330 YouTube views since launched in the fall.

## ENGAGING STUDENTS

In 2017, Richmond sponsored 10 DreamRider productions, engaging 1,129 students from kindergarten to grade seven to raise awareness about the importance of reducing waste and how to recycle correctly. The participants are taught a sense of personal responsibility for our city streets and natural spaces, and are inspired to feel that taking care of the planet is fun. In addition, a contest called "My School Sparkles" was held. The winning schools were Maple Lane Elementary, which won My School Always Sparkles and Diefenbaker Elementary, which won My School Now Sparkles.

## RICHMOND GREEN AMBASSADORS

Richmond's Green Ambassadors are dedicated high school students who participate in monthly symposiums to learn about environmental sustainability and apply what they have learned as volunteers at City events and activities. In 2017, 135 students in the program contributed more than 3,520 volunteer hours to attend training symposiums, promote recycling at community events and organize the REaDY Summit. These energetic and environmentally conscious individuals also manage green initiatives in their school.

RICHMOND HOSTS 6<sup>TH</sup> ANNUAL EARTH DAY SUMMIT

The 2017 REaDY Summit showcased how community partners, students and residents can come together to celebrate sustainable actions that can trigger a positive change in our community. Summit participants included 32 student volunteers, as well as residents from local municipalities. This year's Summit featured two youth-led keynote presentations and the opening ceremony included speeches by three students from various grades who spoke on the topic "Growing Towards Another 150".

## CITY OF RICHMOND



## EVENT RECYCLING

Recycling stations are recommended for special event bookings taking place in Richmond. For some events, the City hosts recycling stations with assistance from the Green Ambassador volunteers. This involves setting up recycling stations and having recycling assistants at the event to advise people on how to recycle. In 2017, the City hosted recycling stations at 23 events, including the Public Works Open House, Children's Art Festival, Doors Open, COOL Expo, Halloween Fireworks, Ship to Shore Festival, Salmon Festival, Maritime Festival, Wild Things, Harvest Fest and World Festival. Typically, very high diversion rates are achieved thanks to the efforts of the City's Green Ambassadors. Examples include:

- Ship to Shore King of the Sea – 54% diversion rate
- Steveston Salmon Festival – 68% diversion rate
- Richmond Canada Day (Imperial Landing) – 70% diversion rate
- Richmond Canada Day (Steveston Village) – 76% diversion rate
- Maritime Festival – 78% diversion rate
- Harvest Festival – 70% diversion rate
- World Festival – 75% diversion rate

The City also supports events by providing organizers with recycling bins and garbage carts at no charge, as well as complimentary collection services. This makes it easy for event organizers to keep the venue clean and recyclables out of the landfill. In 2017, 69 event organizers used the City's event recycling program to help keep recyclable materials out of the garbage at events.

## GREAT CANADIAN SHORELINE CLEAN-UP

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 19 community clean-up events on the City's waterfront.

## 2017 REPORT • IMPROVING RECYCLING QUALITY



## COMMUNITY WORKSHOPS

Richmond's free community workshops provide education and tips that support recycling and waste reduction techniques. In 2017, the City hosted 41 community workshops and Richmond Recycling Depot tours with a total of 674 participants. A summary of workshops that focus on helping residents towards the City's goal for 80% waste diversion is provided below.

For information on the workshops, email [esoutreach@richmond.ca](mailto:esoutreach@richmond.ca). To attend free workshops offered by the City, visit [richmond.ca/register](http://richmond.ca/register) for workshop details and registration information.

COMMUNITY WORKSHOPS			
TYPE OF WORKSHOP	NUMBER OF WORKSHOPS	NUMBER OF PARTICIPANTS	DESCRIPTION
Food Waste Reduction Workshops	23	328	Reduce food waste by learning harvesting, freezing/canning, and fermenting techniques to store foods.
Recycling Workshops	7	128	Learn how to sort household recyclables properly to reduce contamination. Understand the recycling process and the importance recycling has on the environment.
Richmond Recycling Depot Tours	11	218	Interactive tour of the Richmond Recycling Depot designed to teach residents about the drop-off options available and materials accepted for recycling.
Total	41	674	



CITY OF RICHMOND

4

# PROGRAMS & PARTNERSHIPS IN WASTE MANAGEMENT

..... 30

2017 REPORT • IMPROVING RECYCLING QUALITY

## 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

Richmond's Blue Box recycling program provides convenient collection for residents in single-family homes and some townhomes to recycle mixed paper, plastic containers, milk cartons, paper and plastic drink cups, flower pots, empty aerosol cans and spiral wound tins like frozen juice concentrate containers as well as glass bottles and glass jars, which are separated into the grey Glass Recycling Bin.

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 glass jars are placed in the grey Glass Recycling Bin and all paper products, including newspaper and flattened cardboard are placed in the yellow Mixed Paper Recycling Bag. Blue Boxes are available in two sizes: regular (16 gallons) and tall (22 gallons) for extra capacity.

It is important to ensure materials are sorted correctly into the proper recycling receptacles. For example, recyclables must be placed individually in bins – not stacked, nestled, or in plastic bags. Also, non-packaging plastics like toys, hangers and laundry hampers are not accepted in the Blue Box but can be brought to the Richmond Recycling Depot.

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 or pick them up at the following locations:

### Richmond 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.

Please note: Tall Blue Boxes are only available at the Richmond Recycling Depot.



## 2017 REPORT • IMPROVING RECYCLING QUALITY

## WHAT GOES WHERE:



## MIXED PAPER RECYCLING BAG

## ACCEPTED

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

## HOW TO RECYCLE

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

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

## NOT ACCEPTED

- ✗ Cardboard boxes with wax coating
- ✗ Plastic bags used to cover newspapers/flyers
- ✗ Metallic wrapping paper
- ✗ Ribbons or bows
- ✗ Musical greeting cards with batteries
- ✗ Padded envelopes
- ✗ Plastic lined paper bags (pet food, tortilla chips)
- ✗ Plastic or foil candy wrappers

## GLASS RECYCLING BIN

## ACCEPTED

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

## HOW TO RECYCLE

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

## NOT ACCEPTED

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

## BLUE BOX FOR CONTAINERS

## ACCEPTED

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

## HOW TO RECYCLE

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

*Note:* Flatten containers where possible.

## NOT ACCEPTED

- ✗ Aerosol cans with hazardous materials (spray paint) or with remaining content\*
- ✗ Ceramic plant pots
- ✗ Compostable/biodegradable plastic bags & containers
- ✗ Containers for motor oil, vehicle lubricant or wax products
- ✗ Foil-lined cardboard lids from take-out containers
- ✗ Garden hoses
- ✗ Plastic bags & over wrap\*
- ✗ Plastic string or rope
- ✗ Styrofoam materials\*

\* Take to the Richmond Recycling Depot

## CITY OF RICHMOND



## BLUE CART

All multi-level multi-family complexes like apartments and condominiums and some townhomes have a mini-recycling depot with Blue Carts for recycling mixed paper, plastic containers, milk cartons, paper and plastic drink cups, flower pots, empty aerosol cans and spiral wound tins like frozen juice concentrate containers as well as glass bottles and glass jars, which are separated into the Glass Recycling Cart. They are generally located in the garbage room or other convenient location.

For sorting recycling, containers are placed in the Containers Recycling Cart, glass bottles and glass jars are placed in the Glass Recycling Cart and paper products including newspaper and flattened 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.

It is important to ensure materials are sorted correctly into the proper recycling carts. For example, recyclables must be placed individually in carts – not stacked, nestled, or in plastic bags. Also, non-packaging plastics like toys, hangers and laundry hampers are not accepted in the Blue Cart but can be brought to the Richmond Recycling Depot.

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 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.

## 2017 REPORT • IMPROVING RECYCLING QUALITY

## 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>✓ Shredded paper (place inside a paper bag to avoid scattering)</li> <li>✓ Writing paper (notepads, loose leaf paper, white or coloured paper, printed 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>• Cut cardboard into small pieces – 12 in x 12 in (30 cm x 30 cm)</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 lined paper bags (pet food, tortilla chips)</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; glass 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 Containers Recycling Cart)</li> </ul>

## CONTAINERS RECYCLING CART

ACCEPTED	HOW TO RECYCLE	NOT ACCEPTED
<ul style="list-style-type: none"> <li>✓ Empty aerosol cans &amp; caps (food items, air fresheners, shaving cream, deodorant, hairspray)</li> <li>✓ Microwavable bowls, cups &amp; lids</li> <li>✓ Paper food containers &amp; cartons (ice-cream, milk, liquid whipping cream)</li> <li>✓ Paper &amp; plastic drink cups with lids</li> <li>✓ Plastic containers, trays &amp; caps (bakery containers &amp; deli trays)</li> <li>✓ Plastic and paper garden pots &amp; trays</li> <li>✓ 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 Cart.</li> <li>• Empty and rinse.</li> <li>• <b>Place in Containers Recycling Cart.</b></li> </ul> <p><i>Note: Flatten containers where possible.</i></p>	<ul style="list-style-type: none"> <li>✗ Aerosol cans with hazardous materials (spray paint) or with remaining content*</li> <li>✗ Ceramic plant pots</li> <li>✗ Compostable/biodegradable plastic bags &amp; containers</li> <li>✗ Containers for motor oil, 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*</li> <li>✗ Plastic string or rope</li> <li>✗ Styrofoam materials*</li> </ul> <p>* Take to the Richmond Recycling Depot</p>



## CITY OF RICHMOND

## GREEN CART

Food scraps are banned from the garbage, which means they must be recycled or composted. With the Green Cart program, all Richmond residents have access to food scraps recycling and when you recycle with a Green Cart, you are helping turn food scraps and yard trimmings into compost for nutrient-rich soil.

Residents with curbside collection 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/greencart](http://www.richmond.ca/greencart) for more information.

Please note that Green Carts stay with the property. Residents with curbside collection may exchange their Green Cart for a different size for \$25. If residents move to another house in Richmond, they will have a Green Cart at that location. If there is no cart, or to exchange a cart size, please call 604-276-4010.

### WHAT GOES IN THE GREEN CART:



ACCEPTED		HOW TO RECYCLE	NOT ACCEPTED
<b>FOOD SCRAPS &amp; FOOD SOILED PAPER</b> <ul style="list-style-type: none"> <li>✓ Breads, pasta, rice &amp; noodles</li> <li>✓ Coffee grounds &amp; filters</li> <li>✓ Dairy products</li> <li>✓ Fruit</li> <li>✓ Eggshells</li> <li>✓ Meat, poultry, fish, shellfish &amp; bones</li> <li>✓ Paper towels/napkin/plates</li> <li>✓ Pizza delivery boxes</li> <li>✓ Small amounts of grease/oil absorbed into paper towel</li> <li>✓ Solid grease</li> <li>✓ Table scraps &amp; food scrapings</li> <li>✓ Tea bags</li> <li>✓ Vegetables</li> </ul>	<b>YARD TRIMMINGS</b> <ul style="list-style-type: none"> <li>✓ Flowers</li> <li>✓ Leaves</li> <li>✓ Grass clippings</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>• Collect food scraps in your kitchen container.</li> <li>• Empty materials from your kitchen container into your <b>Green Cart</b>.</li> <li>• Place yard trimmings into <b>Green Cart</b> along with your food scraps (Extra yard trimmings can go in large paper bags or additional labelled 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> <p><i>Note: For centralized Green Cart service, the collection details are arranged between the City and the strata council or property manager. Residents do not have to set the carts out for pick up.</i></p>	<ul style="list-style-type: none"> <li>✗ Coffee cups</li> <li>✗ Compostable and biodegradable plastic bags</li> <li>✗ Styrofoam cups, meat trays or takeout containers</li> <li>✗ Garden hoses or flower pots</li> <li>✗ Liquid grease</li> <li>✗ Lumber</li> <li>✗ Pet feces or kitty litter</li> <li>✗ Plastic bags and plastic overwrap</li> <li>✗ Plastic wraps</li> <li>✗ Prunings over 4 inches (10 cm) in diameter</li> <li>✗ Rocks, dirt or sod</li> </ul>

#### Yard Trimmings Drop-off Locations

Richmond residents and commercial landscapers can drop off yard trimmings (see above for materials accepted) at the following locations.

##### Ecowaste Industries

15111 Triangle Road  
Open Monday to Friday from 7:00 a.m. to 4:30 p.m. (last load in at 4:15 p.m.)

Open Saturday from 8:00 a.m. to 4:00 p.m. (last load in at 3:45 p.m.). Closed Sundays.

Commercial operators will be charged a fee unless pre-approved for servicing residential properties in Richmond.

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 at the Richmond Recycling Depot.



## 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

Compost bins are available to Richmond residents at the Recycling Depot for \$25 plus tax. The bin dimensions are 32 inches (81 cm) high, 28 inches (71 cm) wide and 28 inches (71 cm) deep. They are suitable for residential backyard composting of grass, leaves, vegetable trimmings, fruit trimmings and other miscellaneous organic garden trimmings.

### 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 PEELINGS
- FRESH GRASS CLIPPINGS
- COFFEE GROUNDS & TEA LEAVES

#### Carbon Rich Brown Materials:

- DRY LEAVES
- SAWDUST
- STRAW
- SHREDDED NEWSPAPER CLIPPINGS

### HOW TO COMPOST

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

## CITY OF RICHMOND

## GARBAGE COLLECTION

### CURBSIDE COLLECTION SERVICE

#### Biweekly Garbage Cart Program

Garbage Carts are collected biweekly (every other week). Annual curbside garbage collection fees are based on the size of the cart – the smaller the cart, the lower the fees. Residents may exchange their Garbage Cart for a different size for \$25 by calling 604-276-4010.

For cart size options, visit [www.richmond.ca/garbage](http://www.richmond.ca/garbage).

#### Preparing Garbage for Collection

It's important to secure or wrap loose garbage to prevent loose materials from being scattered by wind or animals. Garbage must be securely packed in plastic bags. This includes ashes, kitty litter, disposable diapers, vacuum cleaner sweepings and other loose household garbage.

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 for curbside collection 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 up to \$25 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, some townhomes and multi-family complexes with City Garbage Cart and/or Blue Box service, can arrange for curbside collection of four large household items each year. See page 39 for details.

#### Sign Up for the Richmond Collection Schedule App

Get weekly collection reminders by downloading the free Richmond Collection Schedule app at the Apple or Android app stores to receive reminders about curbside garbage and recycling collection, and to use the Recycling Wizard for tips on where to recycle.

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

MATERIAL	HOW TO RECYCLE OR DISPOSE
<b>X DEMOLITION WASTE</b>	<ul style="list-style-type: none"> <li>Take to Ecowaste Industries at 15111 Triangle Road, or call the RCBC Recycling hotline at 604-RECYCLE (732-9253).</li> </ul>
<b>X DIRT, ROCK, CONCRETE OR BRICKS</b>	<ul style="list-style-type: none"> <li>Take to Ecowaste Industries. Visit <a href="http://ecowaste.com">ecowaste.com</a> or call 604-277-1410 for accepted items &amp; hours.</li> </ul>
<b>X DRYWALL</b> (Gypsum, sheetrock, plasterboard, gyproc & wallboard)	<ul style="list-style-type: none"> <li>Special restrictions apply. Please call the RCBC Recycling Hotline for details at 604-732-9253.</li> </ul>
<b>X HAZARDOUS WASTE</b>	<ul style="list-style-type: none"> <li>Call RCBC Recycling Hotline at 604-732-9253, visit <a href="http://www.metrovancouverrecycles.org">www.metrovancouverrecycles.org</a> or see page 46 - 52 for drop-off locations.</li> </ul>
<b>X MATERIALS THAT ARE TOO BIG OR MAY DAMAGE GARBAGE TRUCK</b>	<ul style="list-style-type: none"> <li>See Large Item Pick Up program on page 39 for disposal options.</li> </ul>
<b>X PROVINCIAL PRODUCT STEWARDSHIP COLLECTION (TAKE BACK) ITEMS</b>	<ul style="list-style-type: none"> <li>Visit <a href="http://bcstewards.com">bcstewards.com</a> or call 604-732-9253.</li> </ul>
<b>X RECYCLABLE MATERIALS</b> (Mixed paper, cardboard, plastic containers, empty aerosol cans, tin & aluminium cans, glass bottles & jars, and other materials accepted in the Blue Box/Blue Cart program)	<ul style="list-style-type: none"> <li>Recycle with the Blue Box or Blue Cart program.</li> <li>Remember to recycle glass separately using the Glass Recycling Bin/Cart.</li> <li>See pages 32 - 35 for details.</li> </ul>
<b>X YARD TRIMMINGS &amp; FOOD SCRAPS</b>	<ul style="list-style-type: none"> <li>Place in Green Carts or for yard trimmings only, paper yard waste bags.</li> <li>For yard trimmings only, one cubic yard or less may be dropped off at Recycling Depot. Unlimited amounts of yard trimmings can be dropped off at Ecowaste Industries with proof of residency.</li> <li>Check Green Cart section for restrictions and accepted materials on page 36.</li> </ul>

For a list of drop-off locations, use the City's Recycling Wizard available on the Richmond Collection Schedule app and at [www.richmond.ca/recyclesearch](http://www.richmond.ca/recyclesearch) or call the RCBC Recycling Hotline at 604-732-9253.



## COLLECTION SERVICE FOR LARGE HOUSEHOLD ITEMS

Richmond's Large Item Pick Up program provides a convenient 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, as well as townhomes and multi-family complexes with the City's garbage collection service and/or Blue Box program.

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

### STEPS ON HOW THE PROGRAM WORKS:

- 1** To schedule collection of up to four items per year, residents can contact the City's service provider, Sierra Waste Services at 604-270-4722 or schedule online at [www.richmond.ca/largeitem](http://www.richmond.ca/largeitem).
- 2** Sierra Waste Services will contact you to provide a pick up date and confirmation number.
- 3** On your scheduled pick up date only, place items at the curb or for multi-family complexes, in the area designated by the strata or property manager, 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?

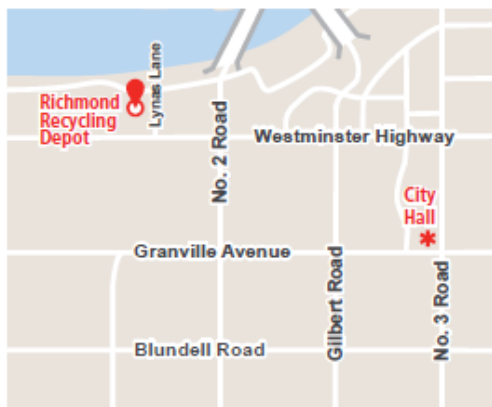
Water-logged mattresses cannot be recycled and pose safety hazards for lifting. Mattresses must be covered in plastic to ensure they can be collected and recycled. Reuse the bag from newly-purchased mattresses or purchase bags from home hardware and supply stores.

### LIST OF ITEMS ACCEPTED

ACCEPTED	NOT ACCEPTED
<ul style="list-style-type: none"> <li>✓ Appliances (e.g. stove, dishwasher, washer and/or dryer, hot water tank, refrigerator, freezer, microwave, cooler)</li> <li>✓ Barbecues (remove propane tank and/or lava rock briquettes)</li> <li>✓ Bed frame</li> <li>✓ Electric lawnmowers</li> <li>✓ Furniture (e.g. couch, coffee table, chair, desk, dresser, TV stand, cabinet, drawer, table, hutch, crib, high chair, entertainment centre)</li> <li>✓ Headboard</li> <li>✓ Outdoor furniture (e.g. chairs, patio tables, patio umbrellas)</li> <li>✓ 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)</li> <li>✓ Weight training equipment (e.g. treadmills, ellipticals, stationary bikes, stair masters, weight sets)</li> <li>✓ Mattresses or boxsprings – please cover your mattress with a plastic bag.</li> </ul>	<ul style="list-style-type: none"> <li>✗ Car bodies or parts</li> <li>✗ Carpets</li> <li>✗ Construction materials</li> <li>✗ Drywall</li> <li>✗ Gas lawnmowers</li> <li>✗ Hazardous waste</li> <li>✗ Lumber, demolition or home renovation materials</li> <li>✗ Propane tanks</li> <li>✗ Tree stumps</li> <li>✗ Tires</li> </ul> <p>Note: Items that contain any hazardous liquids such as gas, oil, etc. will not be accepted.</p> <p>See page 47 - 52 for disposal locations or call the RCBC Recycling Hotline at 604-732-9253.</p>

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

## CITY OF RICHMOND



## RECYCLING DEPOT

The Richmond Recycling Depot is located at 5555 Lynae 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 curbside.

Residents are encouraged to use the curbside recyclables collection for glass bottles and glass 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:

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



## TIP FOR RESIDENTS

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

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**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/depot](http://www.richmond.ca/depot) 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, barbeques, 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>✓ Clean untreated wood</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 (in approved ULC containers)</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 plastic overwrap</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> |
|--|---|---|



CITY OF RICHMOND



## TIP FOR RESIDENTS

You can find drop-off locations and how to recycle a variety of household items using the Recycling Wizard on the free Richmond Collection Schedule App (available at the Apple and Android app stores). Plus, the app sends you weekly collection day reminders!

The Recycling Wizard is also available online at [www.richmond.ca/recyclesearch](http://www.richmond.ca/recyclesearch).

## 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:

**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)

**Recycle BC**  
[recyclebc.ca](http://recyclebc.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)

### DID YOU KNOW?

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

## 2017 REPORT • IMPROVING RECYCLING QUALITY



## PRODUCT STEWARDSHIP PROGRAMS

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

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

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



CITY OF RICHMOND

## PRODUCT STEWARDSHIP PROGRAM CATEGORIES

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

TAKE BACK PROGRAMS	WHAT IS INCLUDED	STEWARDSHIP AGENCY
<b>BATTERIES</b>	Household batteries	Call2Recycle  <b>Contact</b> call2recycle.ca 1-888-224-9764 Info@call2recycle.ca  Drop off site locator 1-877-273-2925
<b>BEVERAGE CONTAINERS</b>	Almost all types of beverage containers	Encorp Pacific (Canada)  <b>Contact</b> return-it.ca/locations 1-800-330-9767 or 604-473-2400 returnit@returnit.ca  Note: Beverage containers like pop and juice cans and bottles can be returned for a refund of the deposit at a number of Return-It Depot locations in Richmond.
<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	Canadian Wireless Telecommunications Association  <b>Contact</b> RecycleMyCell.ca 1-888-797-1740 Info@recyclemycell.ca
<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	Encorp Pacific (Canada)  <b>Contact</b> return-it.ca/electronics 1-800-330-9767 or 604-473-2400 returnit@returnit.ca
<b>MEDICATION</b>	All expired or leftover prescription medication, non-prescription medication and mineral supplements, anti-fungal and anti-bacterial creams	Health Products Stewardship Association  <b>Contact</b> healthsteward.ca/returns/british-columbia 613-723-7282 or 1-844-535-8889 Info@healthsteward.ca

### 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 aluminium kegs and their secondary packaging including plastic shrink wrap, cardboard and wooden pallets.



## 2017 REPORT • IMPROVING RECYCLING QUALITY

**DID YOU KNOW?**

A littered aluminum can takes 500 years to disintegrate, but it only takes six weeks to be manufactured, filled, sold, recycled, 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	RecycleBC <b>Contact</b> <a href="http://recyclebc.ca">recyclebc.ca</a> 778-588-9504 or 1-855-875-3596 <a href="mailto:info@recyclebc.ca">info@recyclebc.ca</a>
<b>PAINTS, SOLVENTS, PESTICIDES AND GASOLINE</b>	Paints, solvents, pesticides and gasoline	Product Care Association <b>Contact</b> <a href="http://regeneration.ca">regeneration.ca</a> 1-877-592-2972 <a href="mailto:contact@productcare.org">contact@productcare.org</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> 1-877-670-2372 <a href="mailto:info@cesarecycling.ca">info@cesarecycling.ca</a>
<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/en/bc">usedoilrecycling.com/en/bc</a> 1-866-254-0555 <a href="mailto:reception@usedoilrecycling.ca">reception@usedoilrecycling.ca</a>

## CITY OF RICHMOND

## HAZARDOUS WASTE AND OTHER DISPOSAL ITEMS


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

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

At disposal sites, garbage loads are inspected for banned and prohibited materials. Loads that arrive at the disposal sites containing prohibited materials are assessed a \$65 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.

For a list of drop-off locations, use the City's Recycling Wizard available on the Richmond Collection Schedule app and at [www.richmond.ca/recyclesearch](http://www.richmond.ca/recyclesearch), or call the RCBC Recycling Hotline at 604-732-9253.

BANNED AND HAZARDOUS MATERIALS		
BANNED HAZARDOUS AND OPERATIONAL IMPACT MATERIALS	BANNED MATERIALS THAT CAN BE RECYCLED WITH CITY SERVICES	BANNED PRODUCT STEWARDSHIP MATERIALS
<ul style="list-style-type: none"> <li>x Agricultural waste</li> <li>x Asbestos</li> <li>x Automobile parts and bodies</li> <li>x Barrels, drums, pails or other large (205 litre or greater) liquid containers, whether full or empty</li> <li>x Biomedical waste</li> <li>x Dead animals</li> <li>x Gypsum</li> <li>x Hazardous waste</li> <li>x Inert fill material including soil, sod, gravel, concrete and asphalt exceeding 0.5 cubic metres per load</li> <li>x Liquids or sludge</li> <li>x Mattresses</li> <li>x Propane tanks</li> <li>x Refuse that is on fire, smoldering, flammable or explosive</li> <li>x Wire and cable exceeding 1% of load</li> </ul>	<ul style="list-style-type: none"> <li>x Beverage containers</li> <li>x Clean wood</li> <li>x Containers made of glass, metal or banned recycled plastic </li> <li>x Corrugated cardboard</li> <li>x Food waste</li> <li>x Green waste</li> <li>x Recyclable paper</li> </ul>	<ul style="list-style-type: none"> <li>x Antifreeze and antifreeze containers</li> <li>x Batteries</li> <li>x Electronics and electrical products, including metal household and commercial appliances</li> <li>x Fluorescent lights</li> <li>x Gasoline</li> <li>x Lead-acid batteries</li> <li>x Oil, oil filters and oil containers</li> <li>x Packaging and printed paper</li> <li>x Paint</li> <li>x Pesticides</li> <li>x Pharmaceutical products and medications</li> <li>x Solvents and flammable liquids</li> <li>x Thermostats</li> <li>x Tires</li> </ul>
For a complete list of banned materials, please visit <a href="http://www.metrovancouver.org/services/solid-waste/bylaws-regulations/banned-materials">www.metrovancouver.org/services/solid-waste/bylaws-regulations/banned-materials</a>		

## 2017 REPORT • IMPROVING RECYCLING QUALITY

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

DROP-OFF LOCATION	ADDRESS	PHONE
Cowell Motors Ltd. - Volkswagen	13611 Smallwood Place	604-273-3922
Jaguar Land Rover Richmond*	5660 Parkwood Way	604-273-6068
Jiffy Lube	10991 No. 4 Road	604-448-0142
Mobil 1 Lube Express*	3011 No. 5 Road	604-278-1999
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 604-732-9253.

**APPLIANCES - SMALL<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
OK Bottle Depot	7960 River Road	604-244-0008
Regional Recycling	13300 Vulcan Way	1-855-701-7171
Richmond Return-It Depot	135 - 8171 Westminster Hwy	604-232-5555

For a complete list of small appliances accepted, visit [electrorecycle.ca](http://electrorecycle.ca) or call 604-732-9253.

**AUTOMOTIVE BATTERIES<sup>DB</sup>**

DROP-OFF LOCATION	ADDRESS	PHONE
Kal Tire	2633 No. 5 Road	604-278-9181
Regional Recycling *	13300 Vulcan Way	1-855-701-7171

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)

**BABY CAR SEATS**


DROP-OFF LOCATION	ADDRESS	PHONE
City of Vancouver Landfill *	5400 72nd Street, Delta	604-873-7000
Pacific Mobile Depots (occurs third Saturday of every month)	Britannia Community Centre, 1661 Napier Street, Vancouver	604-718-5800
Queensborough Landing Return-It Depot	Unit A - 409 Boyne Road, New Westminster	604-540-4467

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



**BATTERIES AND MOBILE PHONES <sup>DB</sup>**  
Batteries weighing five kilograms or less.

DROP-OFF LOCATION	ADDRESS	PHONE
Best Buy	700-5300 No. 3 Road	604-273-7335
City's Recycling Depot	5555 Lynas Lane	604-276-4010
Dr Battery	102 - 4460 Jacombs Road	604-273-8248
Home Depot (batteries only)	2700 Sweden Way	604-303-9882
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	8171 Ackroyd 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/locator](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 (smoke detectors only)	5971 No. 3 Road	604-448-4811
	3200 - 11666 Steveston Highway	604-448-4852
Regional Recycling	13300 Vulcan Way	1-855-701-7171

For a complete list of alarms accepted, please visit [regeneration.ca](http://regeneration.ca) or call 604-732-9253.



**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
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	1-855-701-7171
Staples	8171 Ackroyd Road	604-270-9599
	110 - 2780 Sweden Way	604-303-7850

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
OK Bottle Depot	7960 River Road	604-244-0008
Regional Recycling	13300 Vulcan Way	1-855-701-7171

**EYEGLASSES**

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

**FIRE EXTINGUISHERS**

DROP-OFF LOCATION	ADDRESS	PHONE
Vancouver Fire*	22131 Fraserswood Way	604-232-3473

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?**

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 ULC container)

DROP-OFF LOCATION	ADDRESS	PHONE
City's Recycling Depot	5555 Lynas Lane	604-276-4010
Regional Recycling	13300 Vulcan Way	1-855-701-7171

For a complete list of flammable liquids, gasoline, pesticides and solvents accepted, please visit [regeneration.ca](http://regeneration.ca) or call 604-732-9253.

**GENERAL HAZARDOUS MATERIALS**

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

**GYPSUM 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. *	15111 Triangle Road	604-277-1410
New West Gypsum Recycling *	38 Vulcan Street, New Westminster	604-534-9925
Vancouver Transfer Station (Maximum 1/2 sheet with a paid load of garbage)	377 W. Kent Avenue N.	604-326-4600

**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
London Drugs (lightbulbs only)	5971 No. 3 Road 3200 - 11666 Steveston Highway	604-448-4811 604-448-4852
Rona	7111 Elmbidge Way	604-273-4606

For a complete list of lighting products accepted, please visit [regeneration.ca](http://regeneration.ca) or call 604-732-9253.

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

DROP-OFF LOCATION	ADDRESS	PHONE
Cowell Motors Ltd - Volkswagen	13611 Smallwood Place	604-273-3922
Jaguar Land Rover of Richmond*	5660 Parkwood Way	604-273-6068
Jiffy Lube	10991 No. 4 Road	604-448-0142
Mobil 1 Lube Express*	3011 No. 5 Road	604-278-1999

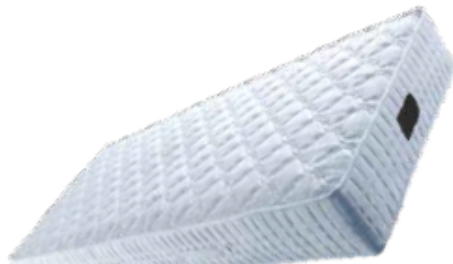
For a complete list of lubricating oil, oil filters and plastic oil containers accepted, visit [bcusedoil.com](http://bcusedoil.com) or call 604-732-9253.

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

Richmond's Large Item Pick Up Program: Contact Sierra Waste at 604-270-4722. Please note some restrictions apply. Visit [www.richmond.ca/largeitem](http://www.richmond.ca/largeitem) for program details.

**MEDICAL DEVICES & EQUIPMENT <sup>DB</sup>**

DROP-OFF LOCATION	ADDRESS	PHONE
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	1-855-701-7171

**MUSICAL INSTRUMENTS <sup>DB</sup>**

DROP-OFF LOCATION	ADDRESS	PHONE
Ironwood Bottle & Return-It Depot	110 - 11020 Horseshoe Way	604-275-0585
OK Bottle Depot (electrical instruments only)	7960 River Road	604-244-0008
Regional Recycling	13300 Vulcan Way	1-855-701-7171

**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	1-855-701-7171
Rona	7111 Elmbriidge Way	604-273-4606

For a complete list of paint & paint aerosol containers accepted, please visit [regeneration.ca](http://regeneration.ca) or call 604-732-9253.

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.



## 2017 REPORT • IMPROVING RECYCLING QUALITY

**PHARMACEUTICAL<sup>DB</sup>**

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

For a list of pharmacies and/or drugs, medications, herbal products and mineral supplements accepted, visit [healthsteward.ca/returns/british-columbia](http://healthsteward.ca/returns/british-columbia) or call 604-732-9253.

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

**PROPANE TANKS - REFILLABLE (EMPTY)**

DROP-OFF LOCATION	ADDRESS	PHONE
City of Vancouver Landfill*	5400 72nd Street, Delta	604-873-7000
Husky Gas Stations*	8011 No. 3 Road	604-270-3822
	9060 Bridgeport Road	604-278-0011

**PROPANE TANKS (SMALL) - DISPOSABLE (EMPTY)**

DROP-OFF LOCATION	ADDRESS	PHONE
City of Vancouver Landfill	5400 72nd Street, Delta	604-873-7000
Husky Gas Stations*	8011 No. 3 Road	604-270-3822
	9060 Bridgeport Road	604-278-0011

**OUTDOOR POWER EQUIPMENT<sup>DB</sup>**

DROP-OFF LOCATION	ADDRESS	PHONE
City's Recycling Depot	5555 Lynas Lane	604-276-4010
Regional Recycling	13300 Vulcan Way	1-855-701-7171

**SEWING, KNITTING & TEXTILE 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
OK Bottle Depot	7960 River Road	604-244-0008
Regional Recycling	13300 Vulcan Way	1-855-701-7171
Richmond Return-It Depot	135 - 8171 Westminster Hwy	604-232-5555

**STYROFOAM - MOLDED PACKAGING & FOOD CONTAINERS**

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

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

**STYROFOAM CHIPS (PEANUTS)**

DROP-OFF LOCATION	ADDRESS	PHONE
Packaging Depot	6360 Kingsway, Burnaby	604-451-1206
	5524 Cambie Street, Vancouver	604-325-9966

**TELUS EQUIPMENT (RENTAL OR RETAIL)<sup>DB</sup>**

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

DB: Disposal ban | \* A fee is charged

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

## CITY OF RICHMOND

**DID YOU KNOW?**

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

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

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

For more information, call 1-800-267-2231 ext. 224.

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

DROP-OFF LOCATION	ADDRESS	PHONE
Island City Automotive*	180 - 5400 Minoru Blvd	604-273-4023
Canadian Tire	3500 No. 3 Road 11388 Steveston Highway	604-273-2939 604-271-6651
Express Lube & Tune Centre*	2840 No. 3 Road	604-278-1018
Kal Tire	2633 No. 5 Road	604-278-9181
Metro Tires Ltd.	13320 Mitchell Road	604-321-9004
Midas Auto & Tire Service	4660 No. 3 Road	604-273-9664
OK Tire Store	5831 Minoru Boulevard	604-278-5171
Redline Automotive Ltd.	1 - 11711 No. 5 Road	604-277-4269
Roadrunners Dial A Tire Ltd.	125 - 11780 River Road	604-274-8473
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.

**BICYCLE TIRES AND TUBES**

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 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	1-855-701-7171
Richmond Return-It Depot	135 - 8171 Westminster Hwy	604-232-5555

**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
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	1-855-701-7171

**UPHOLSTERED FURNITURE (COUCHES, ARMCHAIRS, ETC)**

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

Richmond's Large Item Pick Up Program: Contact Sierra Waste at 604-270-4722. Please note some restrictions apply. Visit [www.richmond.ca/largeitem](http://www.richmond.ca/largeitem) for program details.

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**

Environmental Programs Information Line:  
604-276-4010

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

 Printed on recycled paper.