

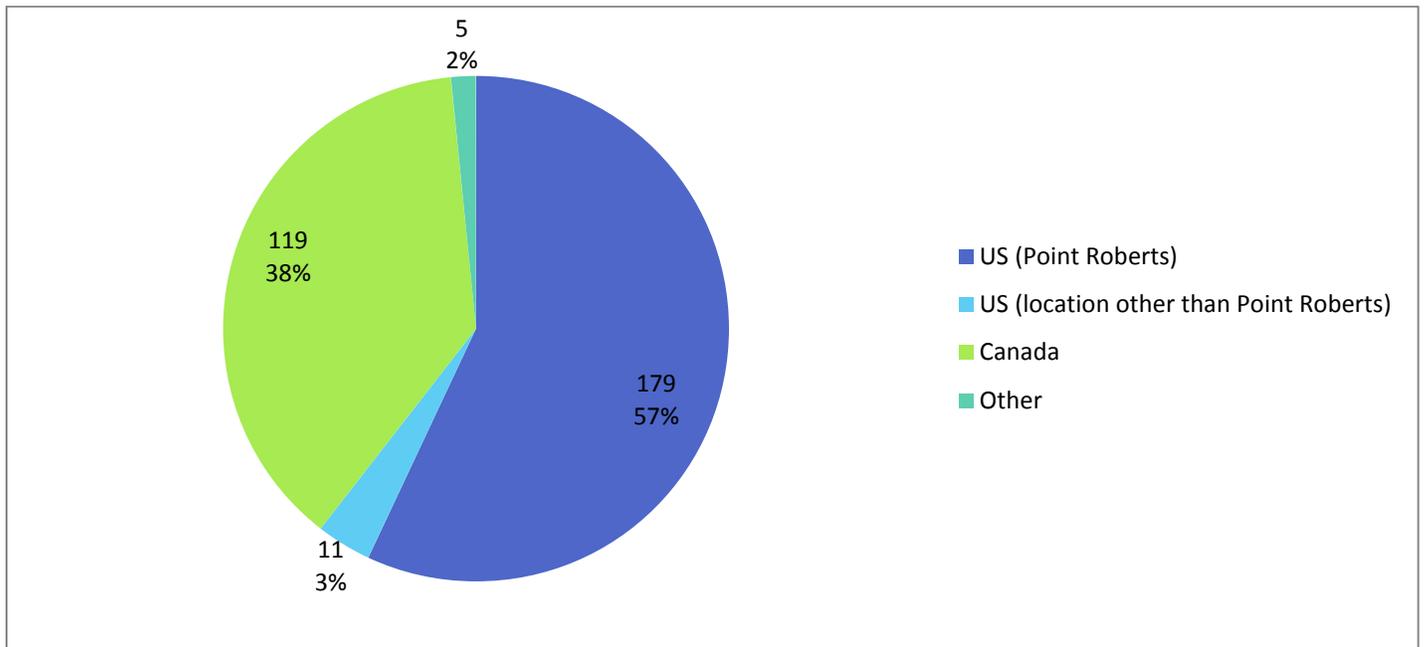
Point Roberts Survey Summary

Provided by the Whatcom County Health Department

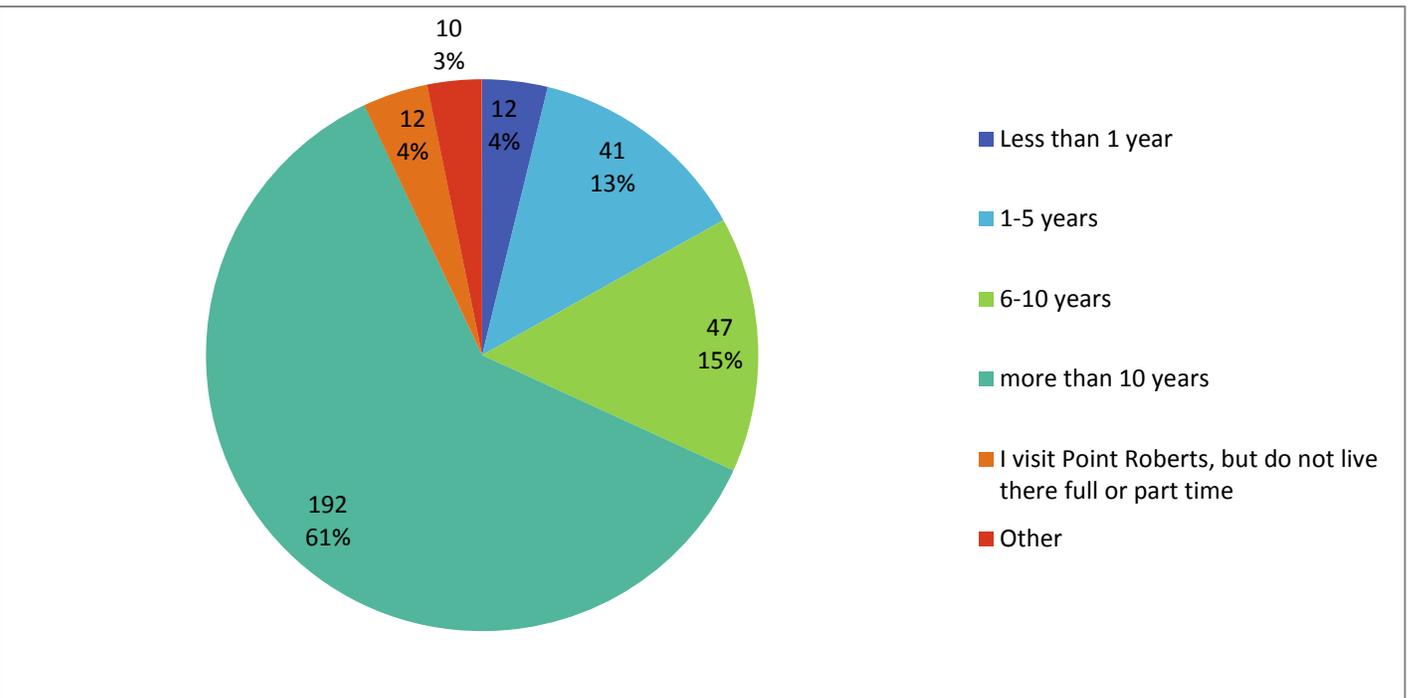
October 2016

Number of survey respondents: 314

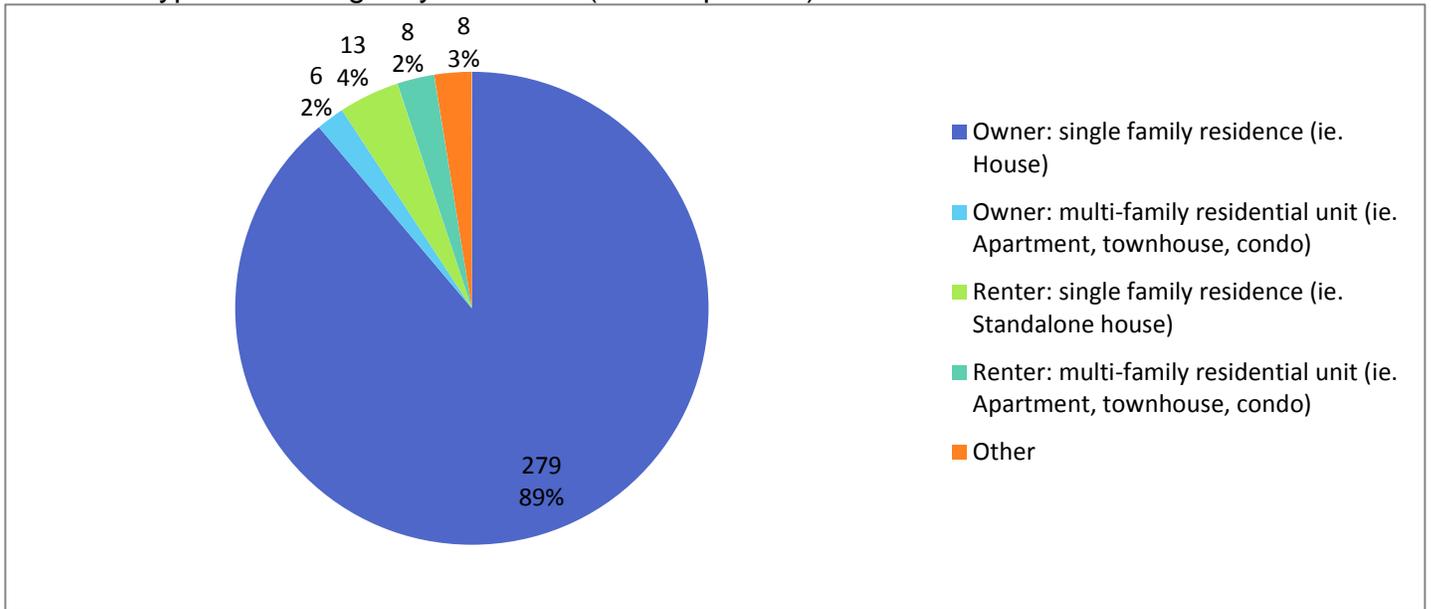
1. Where do you live most of the year? (314 responses)



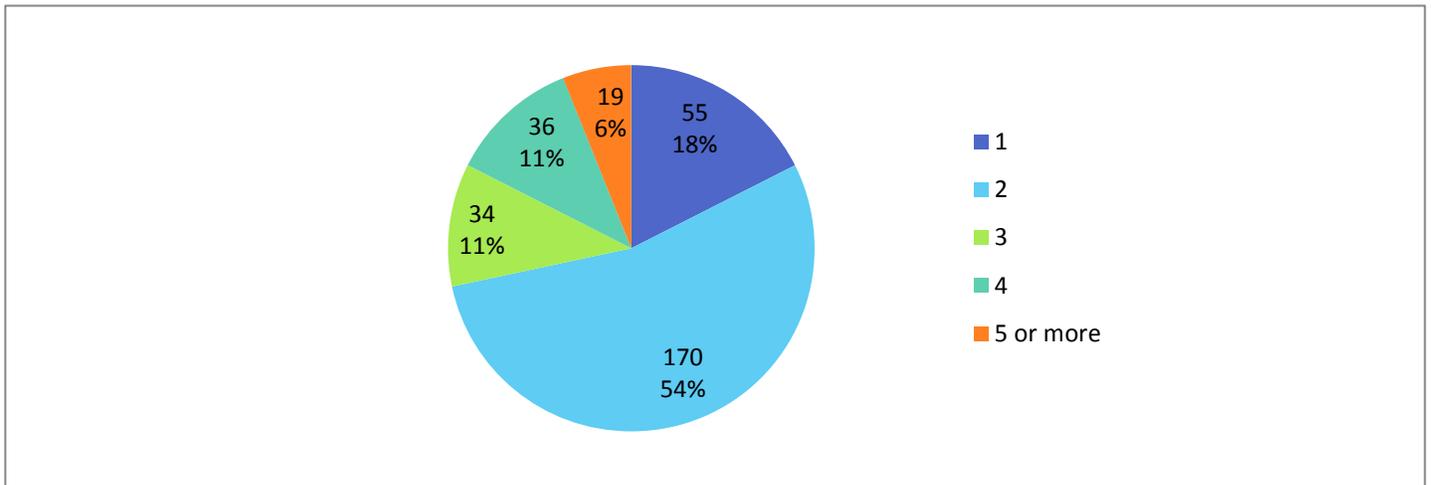
2. How long have you lived (either full or part-time) in Point Roberts? (314 responses)



3. What type of housing do you live in? (314 responses)

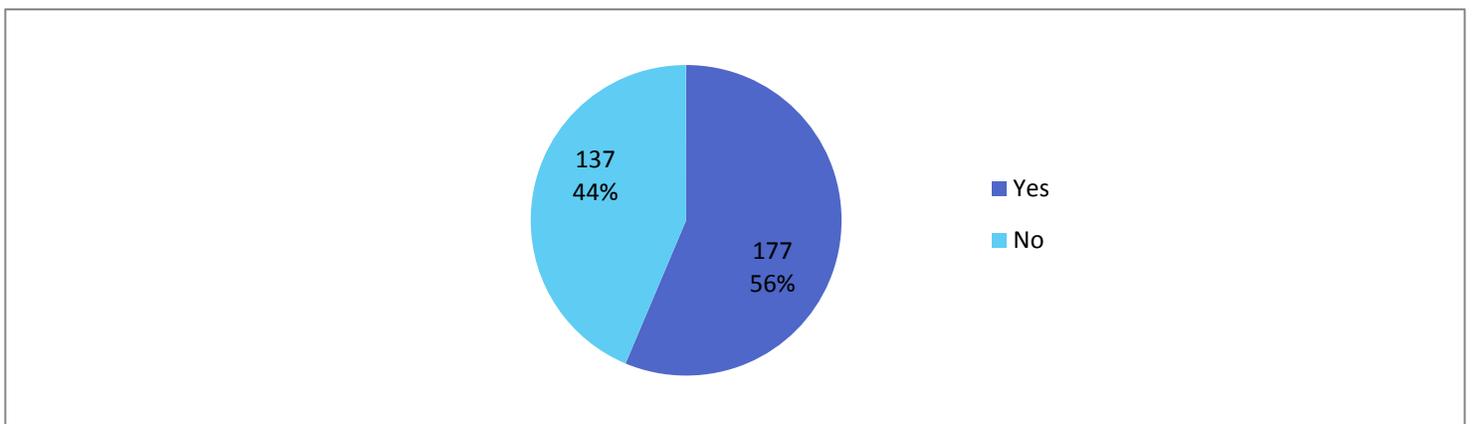


4. How many people live in your home? (314 responses)

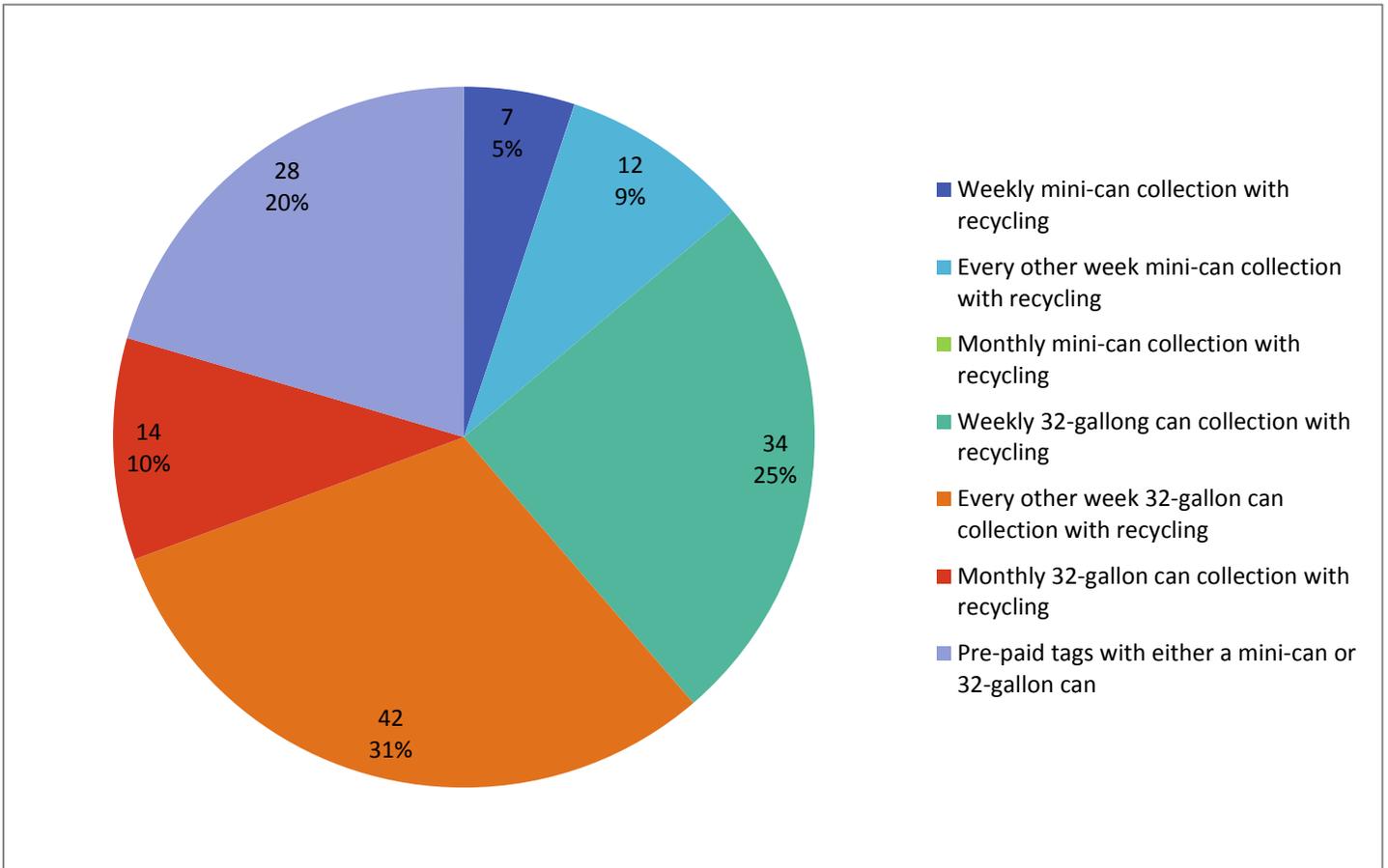


Section: Curbside Collection

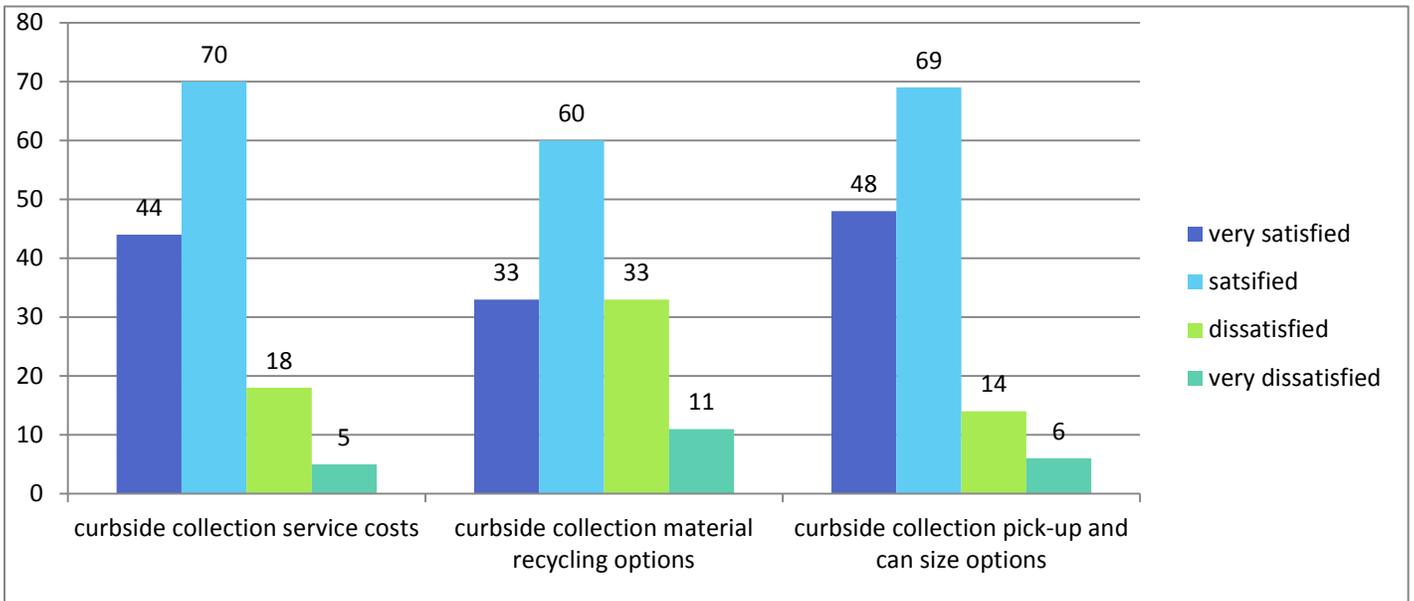
5. Do you currently have curbside collection service? (314 responses)



6. What curbside collection option do you currently use? (137 responses)



7. Please rate your level of satisfaction with your current curbside collection service and provide any comments that you think may be useful:



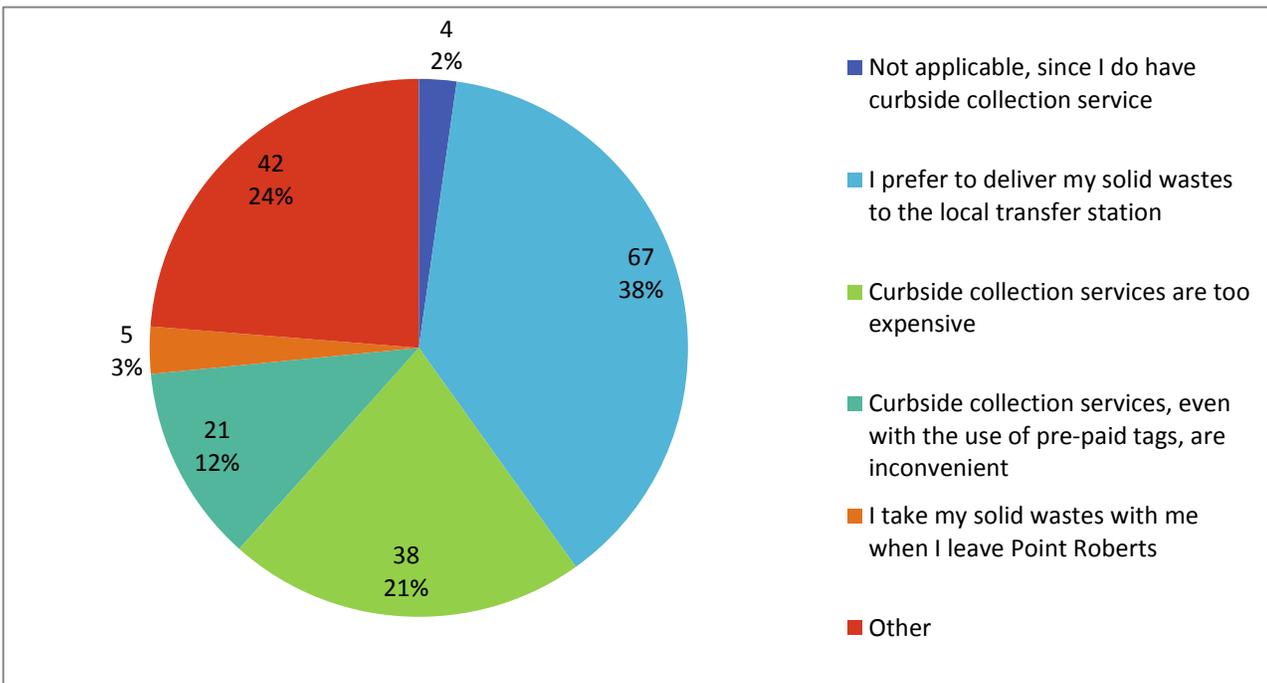
8. Do you have additional comments about your curbside collection service?(54 responses)

<p>Frequency Options</p>	<ul style="list-style-type: none"> • Need an option for mini can once per month with recycling once per month at low cost. That may bring in more customers • I don't produce much recycling in two weeks' time and would like a monthly option for recycling with commensurate fee. Maybe this option already exists? • I'd like to vary service as my full-time occupancy varies. • It is too infrequent. • There was not an option for the service I have which is weekly garbage with biweekly recycle. I am dissatisfied with biweekly and would rather have weekly recycle. Many times my recycle has not been picked up. Recently (last 6 weeks) it has been regularly picked up after two requests to do so.
<p>Billing Options</p>	<ul style="list-style-type: none"> • It it's very inconvenient to have to go on site to make payments, online bill pay is highly recommended • I wish I could pay for it every other month, or even four times a year.
<p>Praise</p>	<ul style="list-style-type: none"> • Mostly good service, they always take what we put out. • Very reliable! • Quite pleased • Efficient and reliable • The crews are fantastic; they will even secure the cans on a windy day. • Crew does a great job of securing can when it is windy! • I am very satisfied with the conscientious and helpful people who work in the office and who do our pickups. Thank you to them! • I am very impressed with the employees who collect the garbage.....they are mannerly and extremely punctual. I hope you pay them well • I find the service very good and I think all employees are good.
<p>Communication</p>	<ul style="list-style-type: none"> • Very little communication should send emails or notices on holidays and what days are the recycling week • Communication is INADEQUATE! a. The "mini can once per month" option listed above was NOT offered to me when I enquired about the options. b. Transfer station bins need better signage. c. We need a very basic website that outlines the service and its options and includes FAQs. This can be built and maintained by a person with no experience; it's a lot easier than it seems. d. We need a simple double-side brochure with details on what can and can't go in recycling bins distributed once per year. e. Please provide yearly messaging to the community about where the materials go, including assurance that the recycling materials are not simply taken to the landfill (if that's actually the case). This helps people understand why it's important for them to generate less garbage in the first place.
<p>Bin Handling</p>	<ul style="list-style-type: none"> • Don't be so rough with the cans i.e.: breaking the handles and losing the bungee cords. • One of my concerns is the way in which cans and recycle bins are just thrown on the ground after trash is picked up. It has broken the handles off one of my cans, making it useless. The cans are put upside down, when all the trash is not out of the can, it then blows all over the neighborhood. Can-do has sent out notices to be sure to have cans and bins out of the way for the mail service. I have no issue with that, however, it would be nice if they did the same after picking the trash up. What is wrong with putting cans right side up, with the lid on top and the bins stacked inside each other? Our old service did that, it can't be that hard. My final concern is trash blowing out of the truck all over town. I can always tell when trash day is, because of all the trash blown all over the roads. Last week a crushed plastic bin was along the road, along with pieces of paper along Mill Rd. • They keep breaking my garbage can!

	<ul style="list-style-type: none"> Collection personnel should be more careful with both cans and recycle-boxes when they replace them after emptying.
Cleanliness	<ul style="list-style-type: none"> Messy Sometimes the recycling gets put in the garbage truck. I would like recycling to be a priority and not thrown out as garbage. I'm generally satisfied with curbside pickup options and cost, however, I'm dissatisfied with pickup service. I've seen my recyclables thrown into the garbage truck on more than one occasion, they often break glass in the process of loading the truck and don't clean it up, they throw the emptied bins in the general direction of your driveway, and one of the trucks leaks oil so badly that that it literally leaves a trail around the entire town on a rainy day. The curbside service is a mess they leave garbage on the ground after pick up, they don't always take all of the trash The equipment used by service provider is dilapidated. There is often garbage and recycling debris on the road/curbside as it flies out of the trucks as they drive along, fluids leaking on roadways and staff on the garbage truck are often rough with cans; several have been broken (handles, wheels, cracks in sides of cans and lids) and often they are tossed and left in the middle of the driveway so people have to exit their vehicles on the road to move cans that had been set on the side of the driveway to be able to enter the driveway.
Service Expansion	<ul style="list-style-type: none"> Expand recycling to businesses who have pickup service We have no options for recycling here at Gulf Air Villas. What do we need to do to have that option, as we have no bin for that here? Our condo association has been refused recycling program for our complex. We have 2x weekly bin pick up No recycling which is very unsatisfactory to all members of our association. Please make recycling available for Oceanside Estates Recycling pick up is not available to tag users. Other communities have free recycling if you haul yourself. View Vashon Island refuse site Fee for yard waste disposal is too high so most people burn which is a huge pollution source. Cando should try to sell or give the material to BRDF (http://energy.ubc.ca/projects/brdf/) I would like to see a composting program added. Some materials (e.g., Styrofoam, electronics, batteries) are not recyclable here, & have to be taken to Canada for recycling. Otherwise, service is great. We need some way of recycling Styrofoam, because of our remote location many people shop on-line.....Styrofoam is a problem We need the following collected: green waste, flattened cardboard, large items like furniture and appliances (could be once a year) Wish I didn't have to take larger items to dump. They are never open on my days off. A yearly pickup of big items for free would be beneficial. That would stop people dumping furniture etc. on any of our roads to sit and rot Would like weekly recycling and composting Yes we should be able to recycle more types of plastic containers other than drink bottles. Yogurt and other plastic containers should be allowed. Recycling should include plastic bags and milk cartons
Cardboard	<ul style="list-style-type: none"> We need to have curbside collection of collapsed cardboard restored. This is part of the agreed charge and should be provided; otherwise the fee should be reduced. Accepting the cardboard at the transfer station free of charge is a poor alternative. We also need to start offering and encouraging recycling services for commercial customers. No card board or green waste collection Need larger plastics recycle container & fitting cardboard into container time-

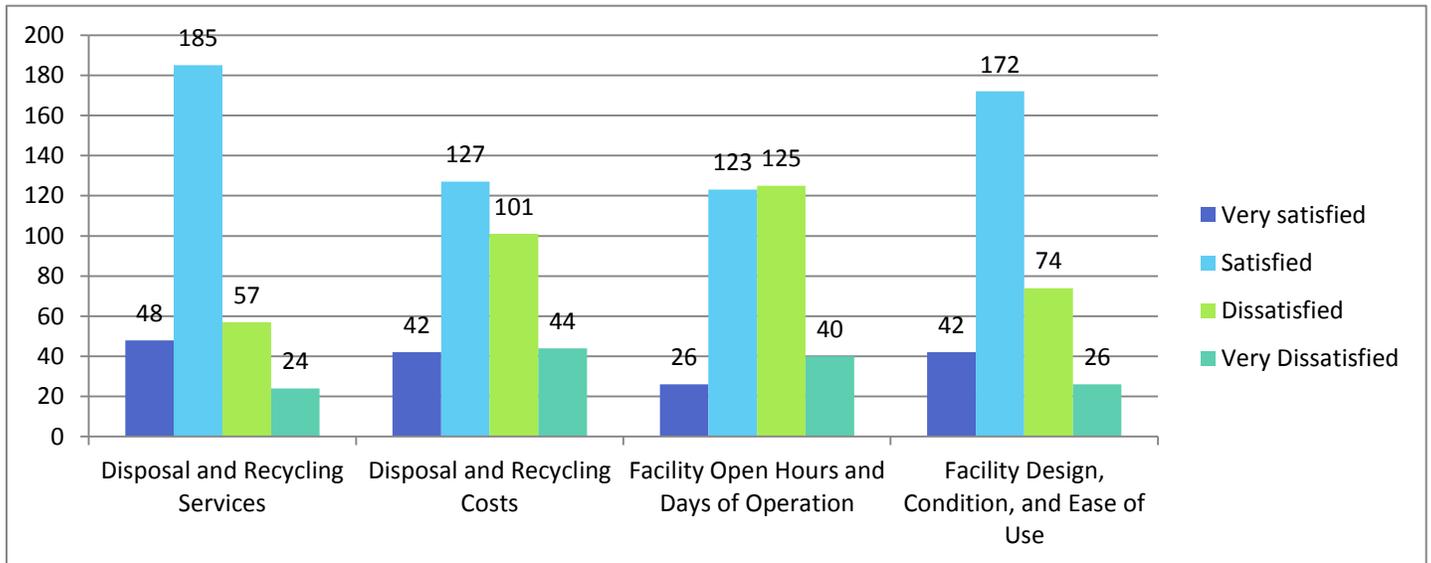
	<p>consuming; why can't flattened boxes larger than the paper recycle container be picked up too on the every-other-weekly recycles pickup?</p> <ul style="list-style-type: none"> • Having to take cardboard to the dump rather than curbside pickup is unsatisfactory. • I would like curbside cardboard pick up with my EOW recycling service
No Category	<ul style="list-style-type: none"> • we are at a townhome and have bin service for the complex and curbside recycling every two weeks this was not listed as an option above • Should Ben mandatory so as to minimize illegal dumping and littering. • It would be nice to not have to separate recycling and just have 1-recycle bin. • Wish we could have one large barrel for all recycling. It is hard to carry so many to the curb • We take our recycling to Canada

9. Why do you choose not to have curbside collection service? (177 responses)



Point Roberts Transfer Station

10. Please rate your level of satisfaction with the Point Roberts transfer station and provide any comments that you think may be useful:



11. Do you have additional comments about the Point Roberts transfer station?(127 responses)

Access	<ul style="list-style-type: none"> • Access, from the main road all the way to the disposal bins, should at least be graded, and preferably paved. • I would like to see it open on Saturday. Lower cost for green waste. • I would prefer the facility to be open more often throughout the year. There is often broken glass on the ground making me concerned about car tire punctures • I have a small business and the only days the transfer station is open are days my business is open. • I would really appreciate having later hours as an option at least one of the days that you are open. I feel that the condition with broken glass everywhere is hazardous even with good shoes. I don't know what your schedule is for removing bulk waste but the bulk waste along the back wall also seems like a hazard. • It is extremely difficult for me as a single female to take time off from work on the two half days the dump is open to take recycling to it and PAY EXTRA over and above what we pay at Gulf Aire Villas for regular garbage pickup. No recycle bins have been supplied for us to use. • It shouldn't take so long. Arthur was more efficient. • It would be nice if they were open on days that make it easier for cabin owners to drop off regular house waste after the weekends. • It's often crowded when we visit and we are forced to run our tires over broken glass and other possible sharp things littering the ground. • Long lineups when I used it on the weekend. • Nobody wants to sit in line with garbage in the car. There should be more hours on the weekends in the summer • Open for 2 4-hour windows a week, long lineups often, the place is strewn with trash and broken glass, what a mess. Didn't used to be like that. • Restricted hours cause some people (not us) to dump materials at roadside. • Should be open every day for dumping. Thursdays and Sundays are not sufficient
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	<ul style="list-style-type: none"> • Should have been open Tuesday the day after holiday for dumping party family events. Would like opening at 10 am to leave PR before heavier traffic. • Very run down facility, have visited much more professional and safe facilities in other counties, high rates for garbage disposal, and minimal hours, needs to be open at least 3 days per week year round • We take all of our recycling off the Point. We take some waste off the Point. The transfer station costs are too high and the hours should be expanded (without raising costs!). Curbside pick-up should NOT be made mandatory, unless the cost is made very low. • We would use curbside pick-up regularly in the summer if it was available in front of our cabin (mallard dr.). We do use it occasionally when we stay until Monday and can collect the cans from APA, but don't like to leave them out over the weekend. Instead we take our garbage home to Canada most of the time. • Weekenders and tourists need an off-hours disposal option so their garbage and trash does not end up on our roadsides • Wish the station was more available • Transfer station is close and easy to use. I have heard that lately it is poorly organized, untidy and cramped for space.
Billing	<ul style="list-style-type: none"> • Alternate means of payment should be provided such as Canadian Funds, Visa, Interact etc. • It would be better if they accepted credit cards or debit cards.
Cleanliness: Messy Environment	<ul style="list-style-type: none"> • clean it up • Could be cleaner and more organized. • Filthy, unorganized • I have previously been satisfied with the PR transfer station and the friendly staff and the clean and tidy site. I was shocked to see how messy and unkempt it has looked this summer. • I live alone so feel curbside service is too expensive for my needs otherwise I would use it. The transfer station seems to have gone downhill in the past year, it's not as organized and clean as it used to be, I notice refuse around the bins rather than in them. It's getting worse that I may still order curbside because I don't want to walk around in that yucky environment. The conditions are not good. • I recently switched to curbside pickup because the transfer station is such a mess I didn't want to deal with it anymore. The bins are always overflowing, the layout of the disposal areas makes access to bins difficult if not impossible, there is broken glass and random garbage piled everywhere, and it seems to continually get worse. I used to park my truck and drag my garbage and recycling to each bin to avoid a flat tire or being boxed in by someone else attempting to dump their garbage. I feel like I've been forced to pay more money for curbside pickup because the condition of the transfer station is so poor. • It seems to have gotten very messy. The driving area could be cleaner. • It's a mess • It's very unorganized and messy. • Messy and rude • Please keep it clean • Recycle Bins need to be better organized to accommodate more vehicles. • The condition of the facility and the lack of control of blowing garbage is inexcusable • The dump is, frankly, a dump. I have seen the facilities in other communities that are less muddy and easier to use. • The station used to be kept nicely. Not sure what has happened, especially in light of the costs we pay being substantial enough to upkeep the property much better. The amount of glass and garbage on the ground is shocking. It has really gone downhill. • The trailer/office is disgusting.....but the people who work there are friendly and do a good job. • It is a filthy place. Clouds of dust and flies in summer, mud when it rains. Stupid "one-at-a-

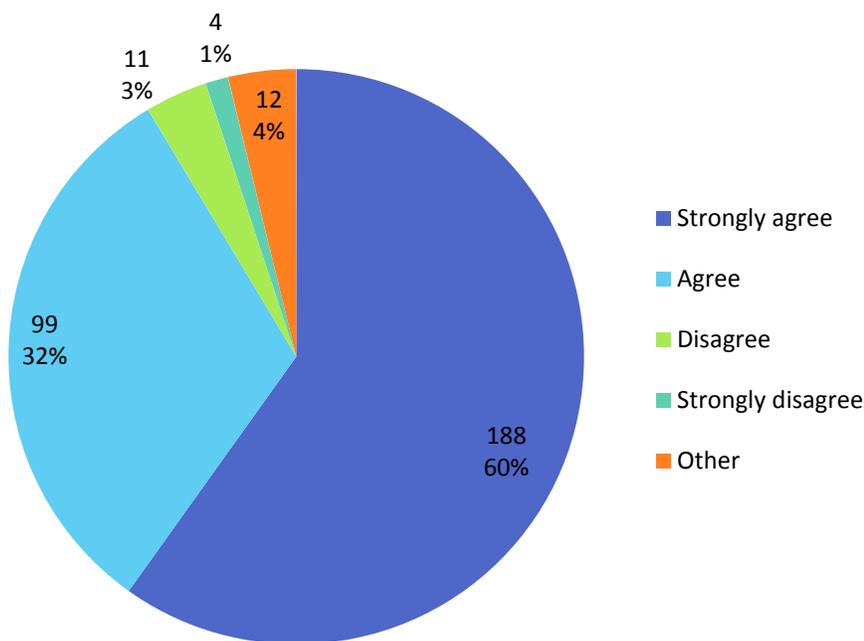
	<p>time" weigh scale adds more time than necessary when busy. All recycling should be FREE to encourage reluctant users. Need to get food waste into the recycling stream also. WAY behind the times here!</p> <ul style="list-style-type: none"> • The operation is worst, long waits, unorganized and they don't recycle all of their recycle it goes into the dump somewhere! • Messiness impedes traffic flow.
Safety Hazard	<ul style="list-style-type: none"> • It is an accident waiting to happen. People have to leave their cars and do their own garbage disposal and recycling while other cars are jockeying for position. Very unsafe conditions. What are we paying for??? • It is very unsafe. I should not have to exit my vehicle and do my own trash and recycling with other people driving around me for the price they are charging. The setup is way too small and too tight for the amount of cars being let in. It is very dirty and it smells bad. The hours are too short and the lineups are too long. It is the worst transfer station I have ever been to. I can do my recycling in Canada for free. TSB Shipping on Gulf Road has 2 trash dumpsters situated on Panorama Drive on the roadway. When their garbage is picked up the trash flies down Panorama Drive and I have picked up garbage bags full of trash. This is unacceptable and atrocious. Their dumpsters should be located on their own property where the excess trash flying out the dumpsters at pick up time can land on their property instead of ours. I have complained to TSB about this violation of the trash management code and nothing is ever done to change the large amount of garbage raining down on our residential street--Panorama Drive. • The transfer station is in horrible condition. There is a pile of old televisions sitting outside and uncovered and stays like this every day; getting wet and the chemicals/toxins leaking into the ground. The transfer station has been cleaned up once in the last year and that is because the operator knew an inspection was coming up. The operator often has his underage son working in the yard or on the garbage or recycling truck; both of which I believe are a violation of the operating rules. As a resident of Point Roberts for 50 years and having been there throughout the various operators of the landfill and then later transfer station, I can say without a doubt the transfer station has never been in such an ill state of repair. It was a cleaner and safer environment to be in when it operated as a landfill prior to converting to a transfer station and how it is being run now by the current operator. • The transfer station is the messiest it has ever been. Afraid of getting flat tires going there. Electronics stored outside not under cover.
Alternative Dumping	<ul style="list-style-type: none"> • We take our recycle to Bellingham - inconvenient but cost effective. It reduces the amount we take to Point Roberts transfer station which is too expensive on a fixed income. • We take our recycles to Slater road, it's free • Illegal dumping on Johnson Road
Cost: general	<ul style="list-style-type: none"> • 1. Transfer station bins need better signage. 2. Fee for yard waste disposal is too high so most people burn which is a huge pollution source. Cando should try to sell or give the material to BRDF (http://energy.ubc.ca/projects/brdf/) to reduce its costs. • Incredibly expensive compared to other facilities • Not "dissatisfied" but the costs seem high. • Too expensive and not convenient • You pay regular garbage rates for recycling and garden waste, which is unacceptable. In addition the facility is too small. • Disposal charges are exorbitant relative to charges in Canada • Very expensive • I am a senior citizen and my trash amounts vary....sometimes I go to the dump in once in 3 weeks, sometimes once in 4 weeks so by taking my trash bag to the dump myself, I can keep my costs down which is important with my small SS income. • I am a single senior lady and taking my bag of trash to the transfer station once or twice a month serves my needs and my meager budget.

	<ul style="list-style-type: none"> • Mandatory curbside service would be too expensive. I am not here in the winter, so only use the transfer station every few weeks. Charging me a monthly fee would be unfair. • I do think that curbside pickup is too expensive. Even if it was not, I probably would not use it - I have a long driveway that ends at Johnson Road across from the entrance to the transfer station, and by the time I haul stuff up there I might as well go on to the transfer station. My situation is probably a bit unique. • Maybe it's time to include these costs on our taxes and provide curbside pick-up to everyone on the Point. I am disgusted at the furniture etc. that people leave out on the road - do they think it will magically disappear. I'm sure that eventually the county has to pick it up and that costs someone! • How are the checks done? I was charged \$24 for a night stand was total it was 175 pounds really • If I'm a curbside subscriber but bring to the station additional recycles that didn't fit into the every-other-week recycle pick up, then shouldn't those recycles if brought by me to the stations be without charge? • Wish u could bring recycling free when you miss a curbside pickup that you pay for
<p>Cost: Green Refuse</p>	<ul style="list-style-type: none"> • I tend to use it for recycling services and disposal of green leafy material. I recently disposed of 16 large paper bags filled with green material (branches etc and I was charged \$37. It would make sense to have a chipper on hand, to mulch the green material than to haul the material through Delta & Surrey to the US. People I know, avoid the transfer station due to the high cost. The part time residents try to bring all their waste back into Canada to avoid the extra cost. • It isn't really that convenient and we make so little garbage that with the minimum price, we end up going two months between garbage drop-offs. We would go more often without the minimum to pay. • I don't think we should pay for compost, green waste, or recycling. Ideally it would be great if the transfer station was open a little bit on more days. We only ever have a very small bit of garbage (a kitchen catcher sized bag), so it would be nice to not have to pay so much (the minimum rate) for it. • An area for composting greens should be available at free of charge. • Paying full garbage prices for yard waste makes the yard waste recycling expensive. • We did use the transfer station recently when doing work on the house. I was surprised to find out that disposal of compostable yard waste and recyclables was charged for
<p>Cost: recycling</p>	<ul style="list-style-type: none"> • Recycling materials and compost should be at no cost. • Recycling should be free to encourage people to recycle. Should have free green waste disposal location too • I feel recycling should be free...we take it home to Canada. Also, a free store on site could benefit everyone for recycling of perfectly good household items that end up in the landfill. Composting should also be an option. Hornby Island, B.C. Developed all of these options decades ago and have reduced the amount of waste needing to be transported to a minimum. • Recycling should be free. That would encourage it to n Point Roberts. Many people just throw everything in the garbage. • They shouldn't charge for recyclables. This may cause recyclable materials to be put in the trash bins • We should not have to pay to drop off recycling • We should not have to pay to recycled
<p>Customer Service</p>	<ul style="list-style-type: none"> • Marilyn is the best. • Once in a while I find the person in the booth curt and unfriendly. • Sometimes the person at the site is grumpy, which makes for an unpleasant experience. • Staff are very friendly and efficient • Staff are very helpful and this is much appreciated. The facility grounds are very messy • Staff that collect the fees could be friendlier

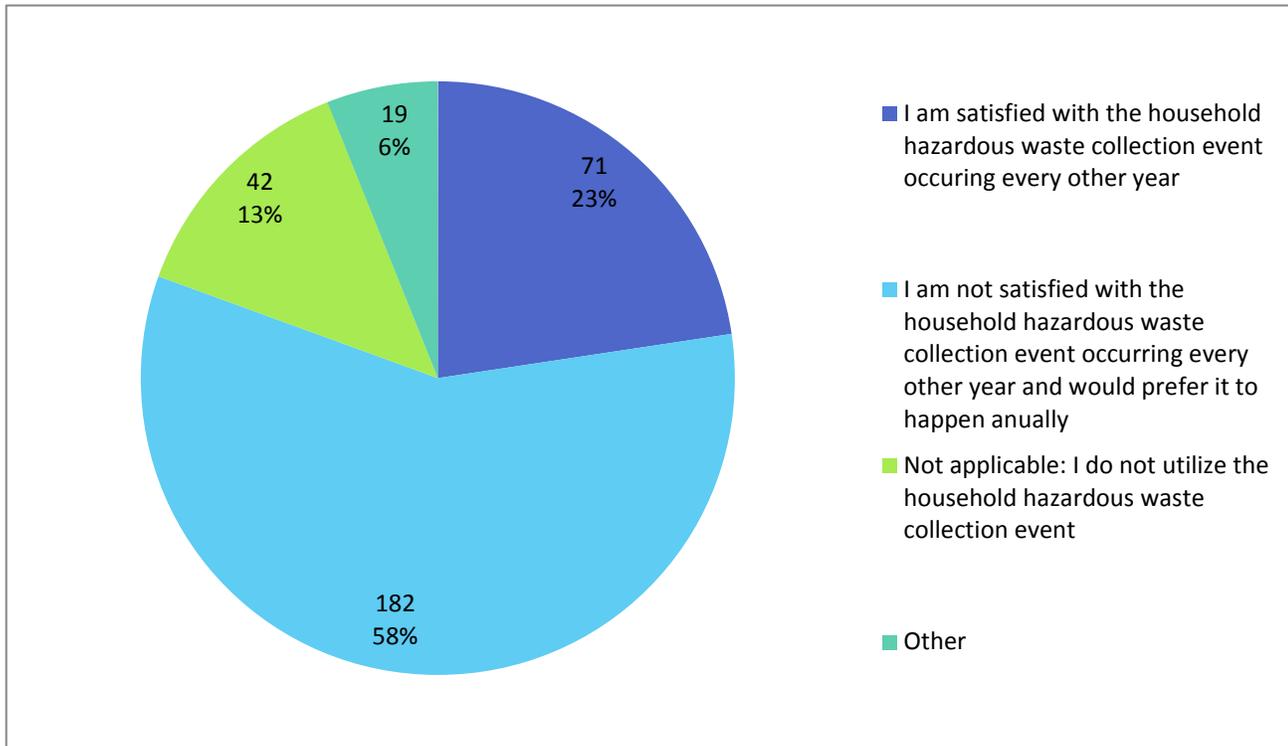
	<ul style="list-style-type: none"> • They are always very friendly and helpful staff • Tim is very helpful and friendly. • Worst customer service ever!!! • For me they are very helpful. They remove the bags from my trunk and I am gone. • Good staff with pleasant demeanor • Serves the purpose quite well. Generally friendly staff, better than at times in the past. • Thank you! • The owners provide a terrific service - -!!
Scale Reliability	<ul style="list-style-type: none"> • How often is the scale calibrated? And the few times that I've been there after I get home I'll look at the price and I was overcharged • I have had concerns about the accuracy of weighing my before and after dump loads. • Last dump I made was about 40 lbs. but when I checked out they said 90lbs. not possible as only had large Styrofoam insert pieces and bag of papers. I think they had the wrong car but he would not even discuss the issue. paid \$12+ dollars to dispose about 20lbs of trash too big for my trash can. As I also do curb side pick-up every week. • Prices seem to change at whim of person collecting
Service Expansion	<ul style="list-style-type: none"> • Yes. Recycling is outdated method. E.g. many municipalities encourage recycling of appliances for free at station or other facilities. Other Washington rural stations have free days and are much less expensive. The point needs to get more updated on ways to re-cycle and encourage re-cycle • I would like the facility to be open daily for U-Haul and recycling, and I would like the cost of the service to be collected as part of the property tax system. <p>Household Chemicals</p> <ul style="list-style-type: none"> • I had hoped there was capacity to dispose of old paint and household chemicals. As I just purchased there were many of these things left in the house and nowhere to take them • I very rarely use these services. Would like to see more hazardous waste collections there. • Provide disposal/recycling for chemicals on a yearly basis • The transfer station should have recycling for toxic items like oil, gas, etc. <p>More Recyclables</p> <ul style="list-style-type: none"> • Needs plastic bag, Styrofoam recycling. Recyclable routinely end up in the landfill containers. Recycling should be the mandatory, where it is available. The handlers don't promote or know much about recycling. • They do not allow us to recycle many things that should be recycled. • They need to take more recyclables like plastic bags, Saran Wrap, etc. <p>Green Waste</p> <ul style="list-style-type: none"> • We would like to know that garden trimming is being put to good use, i.e. "recycled" into compost. • wish there were more recycling options for plastics • Would be great if there was composting. • Would like food disposal somewhere on the Point. • Yard waste should be free to encourage composting over burning.
No Category	<ul style="list-style-type: none"> • In view of the number of part-time residents, I think the present solution is the best that could be found; I don't know how the service could be designed to accommodate everyone otherwise. • I am shocked at the amount of recyclables that the workers throw in the bins because they are too lazy to walk over and deposit in the proper bin. This happens when I come with trash and recyclables because it's a huge pain to come once for garbage and once for trash.

- It is a very dysfunctional system when the wait times to dispose of garbage can be up to one hour.
- I firmly feel Solid Waste Collection should be included in my Property Taxes! Any additional waste to the Station should be at an extra cost.
- I pay huge taxes; PR is a cash-cow for Whatcom; PR receives little in services for taxes paid; dump/recycle costs should come out of taxes collected with no increase to taxes. In order to deal with the issue of residents who choose to dump in the bushes and elsewhere there should be a time when Whatcom accepts materials at no cost. Surrey BC has started this as a result of illegal dumping. Other municipalities are considering this.
- I have never been to the transfer station. (The "dissatisfied" ratings are bogus. This survey wouldn't let me continue without it.)
- I rarely need to go there since I have weekly pickup service.
- Irrelevant for me
- We do not generate any solid waste
- We have very little garbage.
- No
- No
- No
- not at this time
- not happy that it is a monopoly
- Since someone else takes the garbage and recycling for me, I can't really say how satisfied/dissatisfied I am.
- The transfer station serves a vital purpose in Pt Roberts

12. Do you agree with the following statement? I am concerned with the illegal disposal of garbage in local public park dumpsters, commercial dumpsters and other places, or by burning or burying. (314 responses)



13. Are you satisfied with the current household hazardous waste collection event which occurs every other year in Point Roberts? (314 responses)



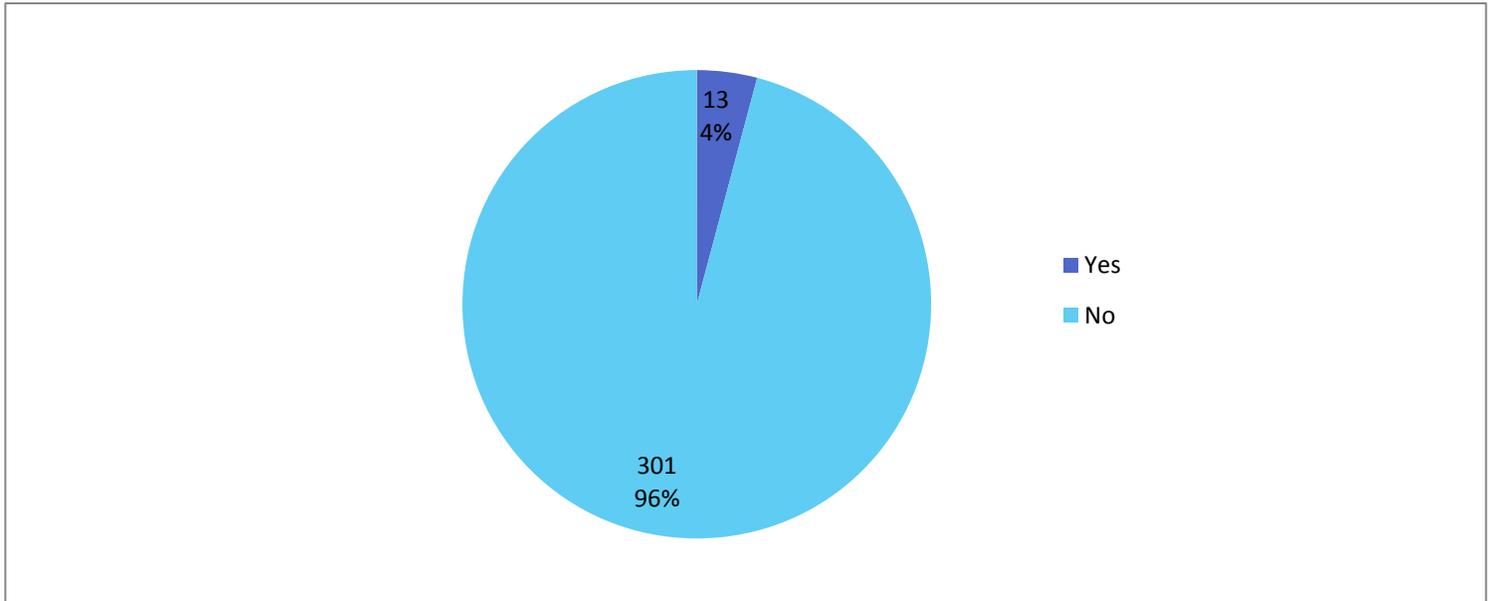
14. Do you have additional comments about the household hazardous waste collection event? (43 responses)

Access	<ul style="list-style-type: none"> It is very much appreciated. I also appreciate that we can take hazardous waste to the facility in Bellingham if needed. I don't have much, but resent having to take it to Bellingham.
Communication	<ul style="list-style-type: none"> It needs to be better advertised if they are only going to do it every other year! It's hard to keep old rusty cans, etc., and then miss the date. Didn't know about this. Not well known information Not aware of it. Needs better communication about what they can take and what they can't. For each item they can't take, the communication should specify the proper method of disposal with reference to specific Cando services.
Frequency	<ul style="list-style-type: none"> I have used it previously, when it was annually, and it was convenient and the staff were wonderful in PR Should be more often Should be much more frequently Needs to be more frequent. It should be in the summer months when the Canadian owners are present Hazardous waste collection should be yearly and in the summer when most residents are here. It should include more items (e.g.: latex paint). How about no questions asked? Hopefully it includes pesticides. have it in the summer when the population increases As suggested above, it should be at least an annual option!! didn't know there was no-annual date but think every year would seem more

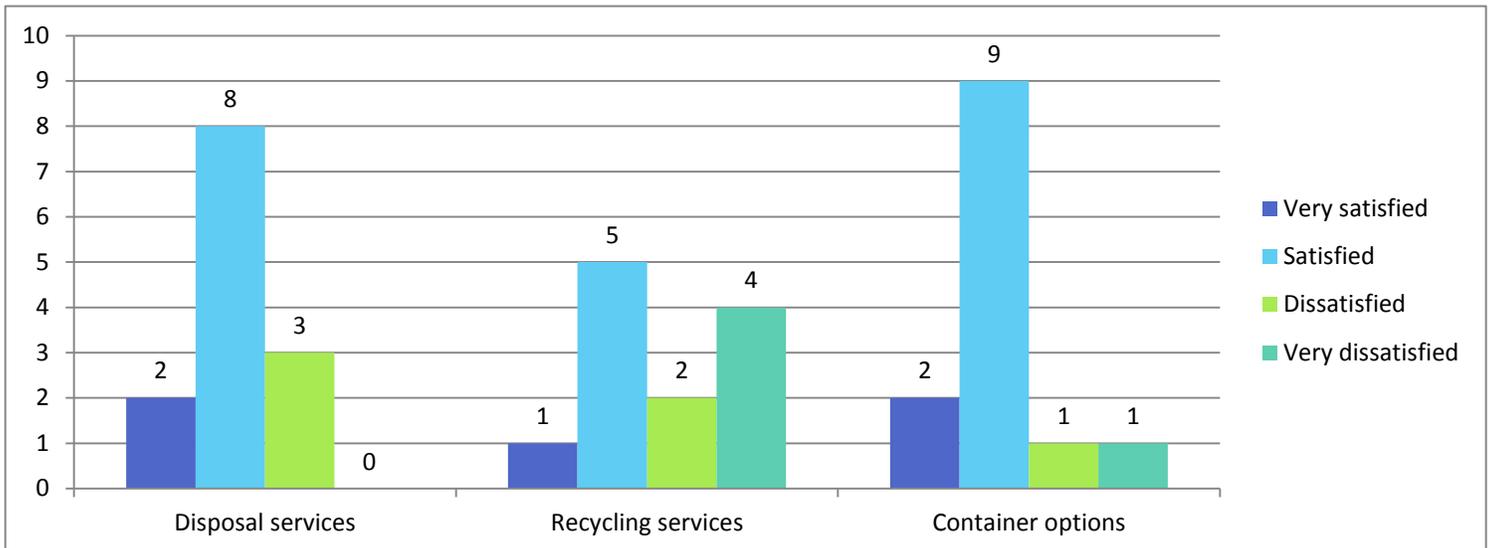
	<p>reasonable</p> <ul style="list-style-type: none"> • Yes, every year would be better. • should be held annually or semi-annually • I would prefer it to be every other year or twice a year to ensure proper disposal, rather than storage of the materials or dumping of them in other ways. • I think they should offer it one time per year. • There should be 2 a year • I missed it this year, which means a long wait for me till the next one. Not everyone can make that day, so it would be good to have even 2 times a year. • Should happen at least one every 6 months if you want people to use it. • needs to be at least quarterly • Should be annually, if not more frequently • Twice a year would be better. • Hazardous waste should be available all the time not just yearly or every other year • I sometimes take it to Canada where they have a depot open 6 days a week right next to Point Roberts. • I take any hazardous materials to the recycling depots in Canada when I need to, thus avoiding the storage of such materials for up to 2 years. I missed the last one at Point Roberts anyway because I was not there at the time it was on. • Very infrequent. Too infrequent.
Service Expansion	<ul style="list-style-type: none"> • It should be expanded to include more items (batteries for instance). • I realize solid waste pickup is an issue, but as a part time resident curb side pickup will not work for me. Those that leave garbage cans by roadside actually create quite a mess with tipped over cans. Persons leaving couches, mattresses by roadside need to be stopped. This is biggest issue. I do not see a lot of household garbage being dumped. • Does not include paint - how do we dispose of paint? • they do not accept latex paint cans so what is one meant to do with those when most modern paints are latex? • Why don't they take latex paint • I wish they would take non-oil based paint cans, too. • Not everything accepted on hazardous waste days & more often than annual.

Commercial Solid Waste Services

15. Do you operate a business that utilizes local solid waste management services? (314 responses)



16. If you operate a business and are a commercial generator of solid wastes, please rate your satisfaction with existing options and services for managing your solid wastes:



17. Do you have additional comments about existing commercial solid waste management services?
(4 responses)

- Allow for recycling from the community center and other businesses
- Need commercial recycling curbside pick-up.
- Recycling options for commercial clients should be available and encouraged
- Have a drop -off box for bill payment

18. Is there anything else that you would like to share about solid waste management services in Point Roberts?(114 responses)

No Category	<ul style="list-style-type: none"> • When decisions are made about the current solid waste disposal operations, the recent history of the waste contract should be reviewed, including comments made by the current contractor. • I would like to see a summary of the constraints under which the service operates published for community review and comment. For example, are there laws regarding recycling service that Cando must follow? If yes, what are they? Mention BC's law of no importing of trash and the extent that this pertains to bringing recyclable materials and/or yard waste to BC facilities. Explain the review process by which Cando must submit its proposal to PUC and under what circumstances Cando can be held accountable and by whom to operate within its proposal's constraints. Does Cando pay rent (to whom) for use of the solid waste transfer station? In what ways can Cando be offered incentives to improve its service? In what way can community members be offered incentives to make Cando's job easier? • What happened to page 7 of this survey? • No • It's refreshing that our input is requested.
Access	<ul style="list-style-type: none"> • Wish recycle process was easier. In our US city it is required easy and mixed. I feel guilty not doing it at PR. but it's too much effort. Sometimes we bring bottles plastic back to US. • Recycling disposal should be available in a totally separate area from the solid waste. The lineup and wait times are ridiculous. I take my recyclables to Canada. • I am very happy there is curbside pick-up as I am physically limited. • We did use curbside services for the 20 years we were in Point Roberts full time. It is prohibitively expensive for many people, certainly in comparison to other communities in the county. I would use it again now that my home is used seasonally and as a vacation rental if there were convenient and dependable ways to arrange pickup as needed.
Small Amounts	<ul style="list-style-type: none"> • I often don't generate very much solid waste on a weekend visit. I either have to risk taking it across the border... which the CAN border guards don't like.... or stock pile it until I have enough to warrant a visit to the dump. Stockpiling can attract critters and can create a very offensive smell. It would be nice to have some kind of service to deal with very small pick amounts of garbage... such as a container at the entrance to the dump. I'm not sure how individuals would pay for this service but it might also prevent people from dropping household waste in gas stations and at the park. • We have a cottage in point Roberts and take our recycling home with us
Availability	<ul style="list-style-type: none"> • Open one more day each week, TU. • The transfer station should be open to the public more days per week, not everyone is available Sunday or Thursday afternoon. The transfer station is in a state of shambles and needs to be tidied up/organized better so it is not a safety hazard and is compliant with rules (such as not having electronics sitting out in the elements). The transfer station could be set up in a way that allows the inbound and outbound traffic to flow smoothly. The

	<p>vehicles used for garbage and recycle pick up would likely not pass a road safety test. Personnel should be advised to put garbage and recycling receptacles to the edge of driveway when emptied, not tossed into the middle of the driveway making it impassable. Operators should have to pick up the garbage & recycling debris that flies out of their trucks instead of leaving it strewn about the streets and neighborhoods. NO RATE INCREASE SHOULD BE ENTERTAINED OR CONSIDERED and the operator should be made to comply with existing rules/laws around operating the transfer station, operating the vehicles, etc.</p> <ul style="list-style-type: none"> • It is an extremely poor service. The hours are limited, the costs are predatory and it actually promotes roadside dumping because of its business model. • Please operate with more customer friendly hours. Lobby Washington to have refunds on bottles, cans etc. as in BC.
Account Management	<ul style="list-style-type: none"> • Please communicate with your customers via email, have a current and updated website and take online payments. (Paypal is dead easy and cheap!!!) • A drop off box for bill payments on days they are closed. Large items pick up days. • It would be helpful if ALL rates were published quarterly in the All Point Bulletin or some other publicly accessible forum. That's particularly applicable to items and material that are subject to "flat rate" charges.
Cleanliness:	<ul style="list-style-type: none"> • make sure the recycle truck bins are covered so stuff does not fly out on the street • My cottage is on Panorama Drive. On garbage collection days, refuse from TSB Shipping comes flying down my street and lands in front of my house. I have picked up lots of their garbage. I believe this to be a code violation, no?
Illegal Dumping and Littering	<ul style="list-style-type: none"> • We have seen a SIGNIFICANT increase in littering around the Point. We have had to remove rotten food from across the street in more than one occasion. Something needs to be done to give people that come for a short visit an option to dispose of their garbage. We also keep picking up bottles and cans from the walkway all the time. • there is an epidemic of illegal dumping of beer cans, furniture and packing materials that has continued unabated for my 13 year tenure in Point Roberts. I imagine the beer cans are underage holiday drinkers who are afraid to transport their empties across the border. Community recycling containers would be a valuable asset to prevent the accumulation of litter on the streets. • I do not accumulate a lot of waste but have spent years removing waste items from my property with trips to the dump • We take all our recycling including metal, glass and paper home to Canada with us. We compost food waste in a composter at Pt Roberts. We are left with one or two bags of garbage per year (given our part time residency) which is taken to the transfer station. Our property tax bill and other expenses associated with our cabin at Pt Roberts is very high and our responsible handling of waste helps control these costs. Some amount of illegal dumping happens even here in Greater Vancouver where we all have garbage and recycling pick up. I think that forced garbage pickup service in Pt Roberts will increase costs for most while still not eliminate the problem. Could some signs be put up at various locations suggesting reporting any littering/dumping witnessed or suspected along with a phone number to report to? • The burning of garbage and waste is polluting the air and effecting my families health. Neighbours burn to avoid paying the fees sadly! • We own property backing onto Johnson Road and there is always trash - large and small - being left along the roadway and tucked into the bushes alongside! I am sure that other roads have the same issues. There needs to be enforcement of fines for people who leave items - sofas, TV's , boxes etc.- along the roadsides or public shaming.
Station Cleanliness	<ul style="list-style-type: none"> • The facility could be a lot cleaner and tidier most of the time! • Would like to see the conditions of the facility get cleaned up. I would also like to see people stop dumping their old furniture and god knows what else on the sides of the road or in ditches. I believe these are Canadian part time people that do this, but I do not know

	<p>for sure . It's a terrible mentality and all that junk hurts the beauty of the point. It's a real negative about living here as a full time resident. I hope my input helps improve things and gives you insight.</p> <ul style="list-style-type: none"> • The place should be CLEANED up
Cost	<ul style="list-style-type: none"> • I will check to see if there are coupons for occasional pickup • I spend approx. \$250 a year to self-dump. Not sure if this is reasonable, but it is only alternative. I cannot take my garbage to Canada. Thanks for opportunity to be heard • Yes, recycling should be free as it is everywhere else and they get money for it. • Please do not raise your rates for self-delivery of trash to the dump. • It doesn't make sense that composting is the same price as garbage • Rates need to remain the same. Current owner is not running the business as efficiently as possible. He needs younger bodies working the transfer station and doing curbside collection. • The minimal cost of running this facility is a joke, it is so inefficient. The user cost is enough to dissuade those on limited income from using it. I would prefer to pay a reasonable amount through property taxes (which are now higher than my 3-storey townhouse in White Rock). Nine owners in my complex pay a private contractor CDN\$173/month for; any container, paper, cardboard, food waste re-cycling and all garbage waste. That's just under \$20 each or about USD\$13 with current exchange rate. They pick-up every week for that amount. Whatcom County is not even close to this.
Infrequent Users	<ul style="list-style-type: none"> • As a part time summer resident I would not use the collection service for 9 months of the year. • We are weekenders from Canada so find it expensive for a small amount of rubbish and it would mean keeping rubbish for weeks to fill a bin, that encourages rats! • A huge percentage of the solid waste disposal users are part time vacation home owners. A very large majority of those are Canadians. It would be unfair to charge each and every homeowner with the same monthly or yearly charges for waste disposal. The drop off service needs to be maintained for those who do not want to pay for weekly pick up. Part time users should not be subsidizing full time residents. • There should be a seasonal rate for summer residents so much per month payable on a month to month or bi-monthly.
Mandatory	<ul style="list-style-type: none"> • Do not stop curbside garbage or recycling. Require all residences and business to participate. • I would like to see every household participating in the curbside collection as this could reduce the amount of garbage being left around and would also make the program more economical for everyone. Since so few of us participate the monthly cost is quite high. Point Roberts does have a trash problem but I think the provider is doing as good as anyone could given the unique circumstances here. • Curbside collection should be mandatory for every residence, garbage & recycling. • I want every home owner have to support point roberts waste. Just like our water. Some type of Pick up should be mandatory. If you don't use the service the homeowner should still have to pay something. My neighbors throw garbage & yard waste into the ocean because they think it's "organic". Only two of us on my street have garbage pick up. We use tags. What happens to their garbage? They spend the weekends on the Point! I would like to see recycle in the parking lot At the Market Place. Big bins for cardboard, cans, glass, and newspaper, other paper. It will clean up our community. The old falling apart recycle truck could be out of service! Some will abuse it but the majority will comply. Especially the Canadians who are in a hurry to get home & do the right thing. (Also a clothing recycle box.) Our county should organize this and be a helper to the company trying to do a decent job for not much profit. Help the company do a better job. • I would like to see more recycling in Point Roberts - Recycling should be free at the Transfer station and a fee charged to every house / lot - with a water meter on it - we should be a Recycling Example to the rest of Whatcom County - it can be doneI use the

	<p>recycling centers in Canada to drop off all of my recycling - even electronics - as it is the right thing to do.</p>
Included in Taxes	<ul style="list-style-type: none"> • Considering our high tax rate, this service should be included in county services. Education and roads expenses in our community are a minimum relative to the county mean. • There should be automatic curbside pickup.....add it to our taxes • Garbage and recycling should be mandatory for every home in point Roberts (seasonal residents and year round residents) !!!!! Businesses too! It should be included in the property taxes!!!! • Mandatory curbside service with charges would be unfair for seasonal residents. • Yes. (1) I feel that waste services should be included in property taxes (2) All homeowners should be charged for service, regardless of whether they would like to opt out. I own a place at Whistler and I do not have a choice, I pay for the service even if I am not there. • Every house hold should be on this service and it should be included on our property taxes • Have weekly garbage pickup and add it to our taxes.....and we should not be charged for recycling, it should be FREE • Only that I strongly feel Garbage Pick up should covered in my Property Taxes! • If everyone was supposed to be on the program it would be more efficient • Just generally that most/all municipalities face the same illegal dumping issues, due to cost factors. Mandating a curbside pickup and cost for everyone would not lessen the problem. It is unfair to expect those of us who are being responsible and taking our waste to the station, composting and re-cycling to pay for more than we use and to subsidize those who may take less care with what and how they dispose of "garbage". • Rather than try to be operated as a for-profit business, I would much rather pay for garbage service through my property tax. After all, garbage service is a public good. • We very much need an overhaul of the entire system, to better accommodate short term visitors and part time residents, for whom putting out trash and recyclables on a Monday may not be feasible. We need some sort of self-service depository, 24/7. We lack an adequate economy of scale depending on voluntary participation. A better model would be to create a Point Roberts solid waste district, with power to levy property taxes (subject to voter approval), which would contract with the operator of the transfer station instead of the County. Every property owner would pay a share, so the incentive would be for more people to utilize the curbside services. Apparently, this would require legislation (possibly at the state level?), but it is the sensible way to go. • I feel that a minimum mandatory fee waste pickup is essential to the upkeep of point Roberts. • It would be great if our taxes covered pick up since we pay more than our fair share into County government vs what services we get in return. Why should we have to pay extra just because we are "out of sight"? • Cost should be included in every property tax bill with a water connection/dwelling/business or camp site and have free public trash bins at all parks and businesses
Praise	<ul style="list-style-type: none"> • We feel that this service is handled well by the current management. • I really like that I have to take my garbage to the dump and pay for it. It keeps me conscious of my consumption and impact on the environment. • Mostly just, Thank you. • Well done. • It appears to work fine for the current users.
Customer Service	<ul style="list-style-type: none"> • Marilyn Thompson is awesome! So is Rick Parsons. (Both friendly & helpful.) • Great customer service • The people are friendly and helpful. • The team that collects is always polite, efficient and a pleasure to work with! • The employees are great!
Service Expansion	<ul style="list-style-type: none"> • I would like to see some sort of recycling available to Gulf Air Villa residents.

- what about having a yearly pickup of items people are likely to leave on the road i.e. couches large furniture as they have across the border for spring cleanup. Maybe free or at a nominal cost.
- I wonder if there's a feasible way to remove abandoned rusty vehicles, RV's, trucks, boats, etc. from the Point. Most are on private properties and really an eyesore. Also, is there someone to call (other than Point Interface posts) if we have furniture we no longer want, so it can be taken to the Charity Shoppe in tsawwassen or somewhere else?
- Recycling of appliances
- Related to this, I would like to see Washington State have can and bottle deposit.
- There needs to be a better recycling system in place. Somewhere to drop glass and cans other than the dump. A lot of people are throwing bottles and cans into the ditches.
- Cardboard and shipping material bins should be made available. As most Canadians dump these materials in local trash cans. We end up paying the cost for their theft of services. It is a huge problem.
- We need to reuse what is still good. Another service would fix and redistribute reusable items. What about composting? Bio fuel for energy creation. Innovation and constant improvement needs to be the norm. Where are the incentives to do better? What about the litter and illegal dumping? This should be picked up by our people not wait for county officials to deal with it. What about a public access waste system with recycling locally made and beautiful so people can use it when they need to. Where is the retail recycling program? Why do I have to ask for these to happen? Other countries and cities do these things. Get some people involved that are passionate about solutions. Judson Meraw - judsonmeraw@pointroberts.net
- Recycling metal, paper, glass and greens should be available , free of charge.
- Composting is needed!
- Would like to know how people are supposed to dispose of yard waste, such as grass cuttings, rose clippings, branches etc. There are a few people who throw it all on the beach which doesn't seem like the way it should be disposed. (commented 31 times)
- Please bring composting to Point Roberts
- Should have reduced pricing for green waste disposal to reduce burning.
- Green waste options