

**DATE:** July 9, 2021**FILE:** 5360-30/ABC**TO:** Chair and Directors  
Electoral Areas Services Committee**FROM:** Russell Dyson  
Chief Administrative OfficerSupported by Russell Dyson  
Chief Administrative Officer*R. Dyson***RE: Roadside Garbage and Recycling Collection Next Steps**

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**Purpose**

To present the results of the roadside garbage and recycling collection Alternative Approval Process (AAP) for the Northern, Central and Southern Garbage Collection Service Areas, to provide a summary of the Phase 2 resident engagement undertaken, to reflect on the intended goals and outcomes of this proposed service, and to provide a recommendation of next steps.

**Recommendations from the Chief Administrative Officer:**

1. THAT the Comox Valley Regional District Board not seek approval by assent of the electors for:
  - Bylaw No. 648 being the “Comox Valley Regional District Northern Garbage Collection Service Establishment Bylaw No. 648, 2021”;
  - Bylaw No. 649 being the “Comox Valley Regional District Central Garbage Collection Service Establishment Bylaw No. 649, 2021”;
  - Bylaw No. 650 being the “Comox Valley Regional District Southern Garbage Collection Service Establishment Bylaw No. 650, 2021”;

AND FURTHER THAT first, second and third readings of Bylaw No. 648, Bylaw No. 649 and Bylaw No. 650 be rescinded.

2. THAT staff be directed to evaluate the feedback received and assess options for supporting some of the objectives of the proposed service within the broader context of the Comox Strathcona Waste Management service initiatives and report back to the electoral area directors through the 2022-2026 financial planning process.

**Executive Summary**

The Comox Valley Regional District (CVRD) proposed to expand collection of garbage, recycling and yard waste within the electoral areas for rural residents.

Alternative Approval Process Results

Following the second phase of public engagement, the CVRD Board sought participating area approval of the electors by way of an Alternative Approval Process (AAP) for Northern, Central and Southern Garbage Collection Service Areas. Residents were able to submit their electoral response forms between May 19 and July 5, 2021, as part of the CVRD 2021 Unified Alternative Approval Process. The results of the three AAPs for garbage collection are provided in the table below.

Proposed Garbage Collection Service Area	Eligible Electors	10 per cent of Eligible Electors	Total Elector Response Forms Received	Total Eligible	Per cent of Elector Response Forms Received
<b>Northern - Bylaw No. 648</b>	3,370	337	460	410	12.17
<b>Central - Bylaw No. 649</b>	10,678	1,067	1,751	1,630	15.27
<b>Southern - Bylaw No. 650</b>	2,361	236	390	370	15.67
<b>TOTALS</b>	16,409	1,640	2,601	2,410	n/a

In all three proposed service areas, greater than 10 per cent of electors opposed the proposal and submitted valid elector response forms; approval for the bylaws were not obtained and they will not be adopted.

As evidenced by the significant level of dialogue during the public engagement period and AAP, it is clear that the issue of a CVRD coordinated waste collection service is highly controversial and divisive. There was a significant amount of discussion within the community about this proposal—via social media, letters to the editor and other interactions—generated in response to the efforts made by the CVRD to inform the public.

While there was strong support for the proposed service with varying levels of interest across Baynes Sound – Denman/Hornby Islands (Electoral Area A), Lazo North (Electoral Area B) and Puntledge – Black Creek (Electoral Area C) during the first phase of public engagement, the opposition campaign during the AAP dominated the conversation. One of the considerations for people who may have expressed an interest in the service during the 2020 survey was that they were interested in the service level they envisioned. If the regional district’s proposal did not match their vision, they may have opposed the service at the time of the AAP.

Although the AAP provides an alternative path to assent voting (referendum) within 80 days to obtain assent of the electors in order to proceed with the proposed service, staff weighed the various options and determined that proceeding to a referendum at this time is not anticipated to yield a different outcome due to:

- Overwhelming response to the AAP process and the organized opposition efforts – As outlined in the Part 4 of the Local Government Act, breaching the 10 per cent threshold is considered significant and demonstrates a strong disapproval for the proposed service. Engagement in the waste service AAPs far exceeded that of the other four AAPs within the Unified AAP process.
- Challenges with voter turnout – Based on historical data, voter turnout is challenging even at the provincial and federal levels. According to Elections BC, the agency reported turnout has been progressively diminishing for the last 30 years, reaching a historical low in the 2020 provincial election at a turnout rate of 54.5 per cent. COVID considerations aside, depressed voter turnout is a systemic issue as residents are increasingly reluctant to make their way to the ballot box. Specific to the roadside collection:
  - 2014 referendum – voter turnout was 29 per cent, and there were 3,139 votes against the proposed service, which represented 73 per cent of casted votes.
  - 2021 AAP – 2,601 elector response forms were submitted, most of which were submitted in person.

- Timing – In order to meet the 80 day window, a referendum would need to be held no later than September 23, 2021. It will be challenging and costly to create an effective awareness campaign to inform the public of an upcoming referendum over the summer months that would drive a high voter turnout.
- Financial considerations – The expected costs to hold a referendum in the electoral areas is estimated at \$40,000. Feasibility study funds would have to be used to hold a referendum. If elector approval is achieved through a referendum, additional feasibility funds would then be needed to undertake the procurement process and finalize any legal aspects of the new service(s).

On the basis of the above, staff is recommending that the board does not proceed with a referendum to pursue the establishment of roadside waste collection services at this time.

In the spring of 2021, the second phase of public engagement was conducted to inform residents on the proposed service, including the refined service boundaries, the service level for garbage, recycling and yard waste, and exemptions to the service. The attached public engagement summary report details the initiatives taken, and outcomes achieved, with the engagement goals of informing primary and secondary audiences about rural roadside collection service boundaries, yard waste collection, exemptions and next steps.

The common engagement themes were as follow:

1. The most common question received was the ability to opt out of the service. Generally, residents expressed that they do not generate much waste or that they can do it much cheaper than the published price of \$200-250. Some indicated they don't want the CVRD's service strictly out of principle because they believe in user choice whereby residents can determine their own method of waste disposal to suit their waste generation needs.
2. Further to the first point, residents that subscribe to a low waste lifestyle felt the proposed service was highly inequitable because they would be subsidizing those that generate large volumes of waste.
3. Many residents expressed distrust that the published price of \$200-250 will remain within in the range, suggesting that increases would come soon after a commitment by residents is made. Clarification on the cost estimates was provided on the project website.
4. Some residents were in support for a roadside service but did not support the proposed bi-weekly garbage pickup frequency as it was inadequate for their waste disposal needs and their wildlife interaction concerns.
5. There was a general misunderstanding about the AAP process; some viewed it as not being legitimate nor democratic, and felt like the initiative was being "forced through". There was concern that the AAP does not provide sufficient opportunity for feedback, and perceived barriers were suggested to be intentional.
6. Frustration about other personal experiences with CVRD management that has a negative impact on perception of this service.
7. Confusion regarding the proposed service boundaries, which were determined based on "waste sheds" rather than electoral area boundaries. Staff proposed these waste sheds based on the survey results, which provided information surrounding waste flows, facility use and recycling patterns within the region, falling outside of the electoral area boundaries.
8. Concern for a small local hauler was expressed by numerous residents. Clarification was provided on the project website on how the procurement process would be as simple and straight forward as possible for firms of any size to submit a bid within.
9. The timing of the closure of the Comox Strathcona Waste Management (CSWM) unstaffed depot at Canex in Comox (July 1, 2021) coincided with the AAP deadline of July 5. Some residents felt that there was a connection between the two and that the CVRD was closing

the depot to force the proposed rural roadside services through. The depot closure was a decision made by the CSWM Board in November 2019 due to rising costs, contamination and the unmarketability of the depot materials.

Goals and Objectives of the Rural Roadside Service and Next Steps

The collection service was proposed to residents in order to provide a convenient, efficient and cost effective waste management program that supports increased waste diversion, reduced greenhouse gas emissions and reduces the long-term costs for the Comox Valley Waste Management Centre landfill. The objectives of the CVRD electoral area directors in proposing this waste collection service align with the first two goals of the CSWM service Solid Waste Management Plan (SWMP):

1. The initiatives outlined in the plan work towards a goal of zero-waste, and aim to minimize the amount of waste buried in landfills.
2. Improvements to the solid waste management system to reduce GHG emissions from solid waste management activities.

The aforementioned overarching goals are still very important to the CSWM service, and there are many ways that they can be achieved beyond the expansion of rural roadside waste collection. Given the strong feedback from residents, staff are recommending that the CVRD Board abandon the initiative at this time and reflect on the feedback from resident. Staff are proposing that these issues be considered within the context of the CSWM SWMP process that is forthcoming, and that consideration for improved service for rural residents be reviewed within the broader context of the CSWM initiatives.

Prepared by:

Concurrence:

Concurrence:

***V. Schau***

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General Manager of  
Engineering Services

**Government Partners and Stakeholder Distribution (Upon Agenda Publication)**

Waste Haulers: Emterra Group, Waste Management of Canada, Waste Connections of Canada, GFL Environmental Inc, Strathcona Recycling and Disposal	✓
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Attachments: Appendix A – “Comox Valley Regional District, Rural Roadside Garbage and Recycling Collection, Phase 2 Engagement Summary, June 2021”

# COMOX VALLEY REGIONAL DISTRICT RURAL ROADSIDE GARBAGE AND RECYCLING COLLECTION

## Phase 2 Engagement Summary

JULY 2021



## CONTENTS

1.0	Executive Summary .....	2
2.0	Introduction .....	3
2.1	Project Brief & Consultation Overview .....	3
2.2	Engagement Goals .....	3
2.3	Engagement Strategy and Tools.....	4
3.0	Consultation Results .....	5
3.1	By the Numbers .....	5
3.2	Analysis of Direct-to-CVRD Questions .....	5
3.3	Themes of Feedback .....	6
4.0	Conclusion .....	8
	APPENDICES .....	9

## APPENDICES

### APPENDIX 1 – Informational Materials

## 1.0 Executive Summary

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In summer 2020, the Comox Valley Regional District (CVRD) initiated engagement with the public about rural roadside garbage and recycling collection. Phase 1 of the engagement included a survey aimed at determining community interest in establishment of a service. This initial phase of engagement generated a strong response from residents who were interested in further exploring a service.

Through winter 2020/spring 2021, staff analyzed the survey results and developed a proposed service plan. Directors at the Electoral Area Services Committee approved moving the proposed service forward for 11 of the 13 neighbourhoods surveyed – removing Forbidden Plateau Road and Minto Road from the proposal, due to low density, low response rate to the survey and reduced interest in the service. An alternative approval process was selected for the elector approval tool.

In April/May 2021, at the direction of Electoral Area Directors, the Rural Roadside Collection AAP was advanced from Fall 2021 to Spring 2021 under the CVRD’s newly established unified AAP. This started Phase 2 of the public engagement strategy – focused on the need to INFORM the community about details of the proposed service and the AAP scheduled for June 3-July 5. The purpose of this stage of engagement was to provide the information required for residents to make a decision about the proposed service.

The CVRD team used a range of tools during this outreach, including:

- **Direct Mail:** Letters and a graphic-based information sheet were mailed to 8,266 properties, providing an introduction to the proposed service and info about how they can learn more.
- **ConnectCVRD Page:** Extensive information shared using FAQ, video and questions functions and accessed by 1,457 aware visitors during engagement period.
- **Online Information Sessions:** Three facilitated information sessions were held, with project staff addressing questions after a presentation. Recording, and follow up answers were posted online.
- **Active Response:** The project team actively responded to more than 250 questions raised via phone, email, ConnectCVRD, letters or in-person.

Some common themes in the feedback included general support and enthusiasm for the proposed service. There was also opposition that focused primarily on:

- Requests to ‘opt-out’: A desire by residents to have this as an optional service and feeling forced to participate.
- General distrust of CVRD participation: Opposition for expansion of CVRD services, criticism of other CVRD initiatives, and distrust about the stated price (with suggestion that it will increase quickly) were all raised.
- Displeasure at the choice of an AAP as an approval mechanism: A lack of understanding about alternate approval processes made some feel the initiative is being “forced through”.

Overall, the CVRD heard from over 300 people, responding to questions via online Q&A, online information sessions, email, phone and in-person counter visits. This degree of participation indicates a successful engagement effort.

## 2.0 Introduction

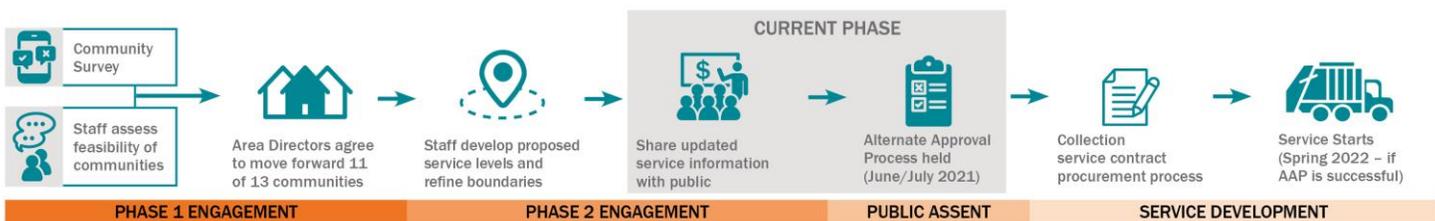
### 2.1 PROJECT BRIEF & CONSULTATION OVERVIEW

To increase the diversion of recyclables, reduce greenhouse gas emissions, improve convenience and costs for residents, the CVRD considered the creation of a rural roadside garbage and recycling collection service in the electoral areas.

Along with the operational benefits, electoral area directors heard regularly from residents interested in the creation of this service – and in 2020 asked staff to start the process of review, assessment and planning.

Public engagement has been key to the development process, with the CVRD recognizing that this is an important topic likely to generate strong opinions. In the fall of summer/fall of 2020, Phase 1 of the Public Engagement Plan was delivered, including a survey asking about communities' interest in participation. Results of that outreach indicated – on average – 75 per cent support for the service. Upon review of service planning, 11 of 13 neighbourhoods were moved forward to the next phase.

With proposed service details established, the CVRD moved to Phase 2 of the Public Engagement Strategy in the spring of 2021 to update the community on proposed service, and advise them of the AAP, and answer questions so they could participate thoughtfully.



Phase 2 used a range of tools in order to reach the community, including direct mail, video, online information sessions, online FAQ, Q&A forum on ConnectCVRD, email/phone contact and more.

This report provides a summary of that engagement, from mid-April to mid-June 2021.

### 2.2 ENGAGEMENT GOALS

The following goals for this stage of public engagement fall under the levels of INFORM and CONSULT on the International Association of Public Participation (IAP2) spectrum for public engagement. These goals focused on relaying information about the potential new service so that residents could thoughtfully consider their position in advance of the AAP.

**Goal 1:** Inform primary audiences about rural roadside collection service boundaries and next steps; maintain or increase support for a new service

**Goal 2:** Consult primary audiences about possible exemptions to the collection service

**Goal 3:** Inform secondary audiences about rural roadside collection service boundaries and next steps; hear their feedback.

## 2.3 ENGAGEMENT STRATEGY AND TOOLS

To achieve these goals, a range of tools and materials were used which were suitable for delivery given COVID-19 guidelines. Below is a summary of the primary tools used:

- **Promotional Material:** A direct mailer, which included a letter and an infographic summarizing the proposed service was sent to 8,266 homes in the services areas. A significant amount of the activity – both calls/emails/ConnectCVRD questions as well as participation in the online information sessions was generated through this mailout.
- **Online Information Sessions:** Three sessions were held in May, offered on different days and time slots to accommodate as many people as possible. Each session included a presentation by the project team, as well as a facilitated question-and-answer period, where up to 20 questions could be responded to using the Zoom chat function, and previously-submitted email questions. Roughly 72 people attended these sessions and there have been over 170 views of the video recordings. Questions that could not be answered in during sessions were posted to the ConnectCVRD page with responses.
- **Supporting Material:** Significant effort was put into materials that would proactively address as many questions as possible, including detailed, interactive service area maps that allowed residents to learn about their specific property and potential inclusion in the service, as well as an extensive online Frequently Asked Questions section that covered about 35 questions.



## 3.0 Consultation Results

The key goal of Phase 2 of engagement was to inform the community about the proposed service and address their questions so that they could make an informed decision for the AAP running from June 3-July 5, 2021. Following the mailout, about 300 people interacted with the CVRD by joining an online session or contacting with a question or concern, between April 28 and June 18, 2021.

The information below outlines some of the participation metrics that were generated.

### 3.1 BY THE NUMBERS



**72**

Participants  
in online  
sessions



**191**

Direct calls and  
emails to staff



**25**

Questions  
submitted via  
ConnectCVRD



**8,266**

Direct mail  
to recipients  
in electoral areas



**1,457**

Aware visitors  
on ConnectCVRD  
Page

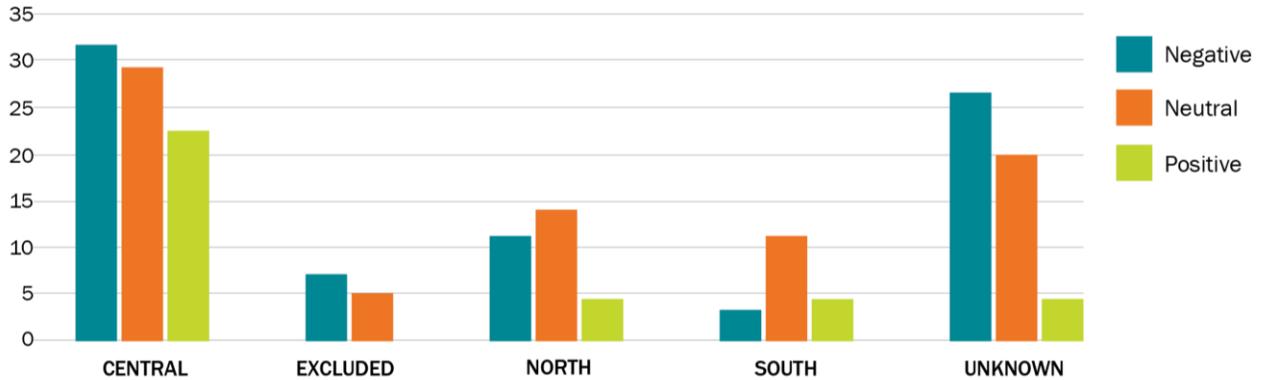
### 3.2 ANALYSIS OF DIRECT-TO-CVRD QUESTIONS

In addition to questions posted to ConnectCVRD or raised during online information sessions, the CVRD project team fielded more than 190 questions directly (one-on-one) that were submitted by email, telephone, in person or letter.

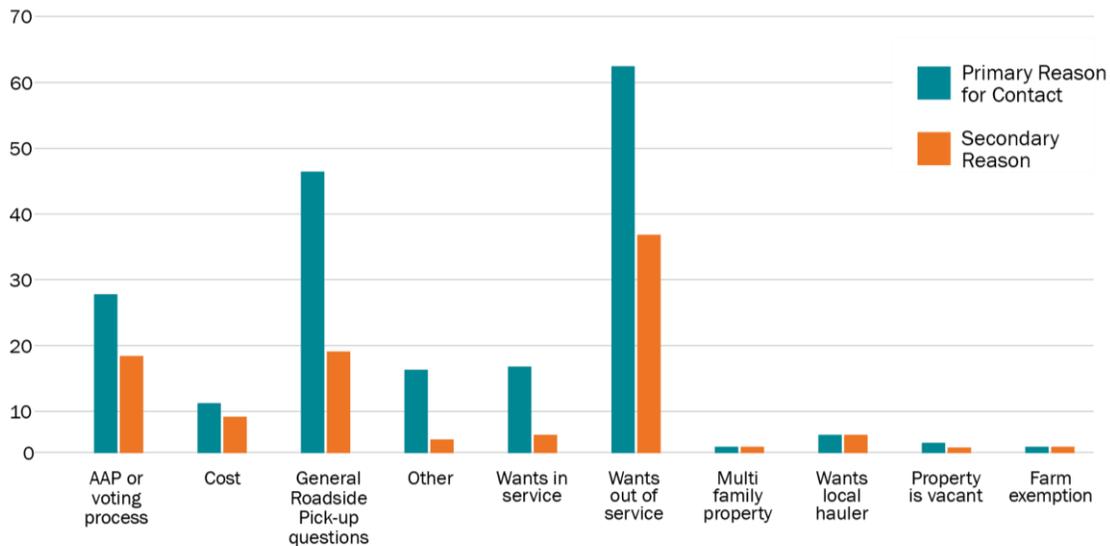
Here is a summary of those contacts with the general tone of the comment/questions. A note: This does not include questions/discussions fielded by front line staff.

Sentiment	Email	Telephone	Web	In-person	Letter	Grand Total
Negative	12	48	10	1	0	71
Neutral	16	56	7	1	1	81
Positive	8	27	2	2	0	39
<b>Grand Total</b>	<b>36</b>	<b>131</b>	<b>19</b>	<b>4</b>	<b>1</b>	<b>191</b>

CVRD staff collected, where possible, the location of those posing these questions/comments. Here is a summary of the sentiment from the 191 contacts about the proposed service, segregated by service area.



While questions were often multi-faceted, staff – where possible – categorized by the key topic raised the resident.



### 3.3 THEMES OF FEEDBACK



#### DESIRE TO MAKE THIS SERVICE OPTIONAL

A number of residents wanted to know if this service allowed for opting out – either because they themselves did not want to participate, or it influenced their decision to know whether others were given this opportunity. A number of people felt their own waste generation was too low for the degree of service and did not want to have to contribute for others’ to manage responsibly.

**CVRD RESPONSE:** The service cannot be offered at the price point provided as an opt-in/opt-out service. Those not in favour were invited to register their opposition through the AAP process. Some exemptions/exclusions apply, details shared at the webpage and ConnectCVRD.



## DISAPPROVAL OF CVRD MANAGEMENT

Some residents opposed the service because it would mean increased level of government participation in service delivery. The concerns included:

- Distrust that the price will remain in the published \$200-250 range, suggesting that increases would come soon after a commitment by residents is made.
- Removal of the individuals' choice about waste management – for residents who don't feel management is onerous or that they wouldn't use it to the degree that is being presented.
- Frustration about other personal experiences with CVRD management that has a negative impact on perception of this service.

**CVRD RESPONSE:** The CVRD already provides waste management services for all residents in the Comox Valley, through operation of landfill and recycling centres. A three-year contract is proposed for the rural roadside collection service, offering some security in the estimated cost moving forward. Additional clarity about the cost estimate was made available on the project webpage. Those not in favour were invited to register opposition through the AAP.



## QUESTIONS/OPPOSITION TO AAP

There was a degree of distrust and misunderstanding about the AAP process, with criticism that this was the electoral assent tool selected for this issue. Comments included:

- A feeling that it does not provide sufficient opportunity for feedback and feels like the initiative is being 'forced through'. Perceived barriers were suggested to be intentional.
- Viewed as not legitimate or democratic. Concern about Electoral Areas divided between collection areas.
- Frustration with effort it takes to formally submit opposition to this service.

**CVRD RESPONSE:** An AAP is an approved method for collecting elector response on a new service or borrowing, and is significantly more cost efficient than a full referendum. It was used in this case because of the high level of support received during the survey period (fall 2020) – and still offers the opportunity for service areas to oppose the initiative.



## GENERAL QUESTIONS ABOUT SERVICE

A number of questions were presented to the CVRD seeking clarification or information about the service. Included in these questions were:

- Details about the recycling service and what materials would be collected roadside
- How local service providers would be affected
- Wildlife interactions with roadside collection in rural areas

- Questions about weekly vs. bi-weekly garbage collection.

**CVRD RESPONSE:** Questions were responded to by email, phone, in-person, and on ConnectCVRD. Online, the responses were shared publicly for review by others.



## SUPPORT FOR A COLLECTION SERVICE

The project team heard support from those who were in contact as well – both online and in person. Among the benefits highlighted by those who support the proposed service was:

- Reduced cost for waste collection, in particular compared to those subscribing to a private service.
- Enthusiasm about opportunity to increase recycling and waste diversion, making it easier and more accessible for households to participate.
- Reduced garbage truck activity on roads who currently have multiple private services suppliers collecting in the area.

## 4.0 Conclusion

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To ensure electoral area residents had the information they needed to thoughtfully consider the proposed rural roadside collection service, the CVRD offered detailed communications about the proposed service, using a number of delivery methods. By reaching out to residents using direct mail and online engagement tools, the CVRD was able to offer opportunities to inform all residents who were interested in engaging.

The communications activity by the CVRD was successful in reaching the community and in generating dialogue. There was a significant amount of discussion within the community about this proposal – via social media, letters to the editor and other interactions – generated in response to the efforts made by the CVRD to inform the public.

While it was a significant undertaking to address the roughly 225 questions/comments that were submitted in total via these tools, it should be noted that this represents a small percentage of the results of the original survey that indicated strong support for the service. This result could be seen as reflecting a high degree of interest in whether or not to introduce the service, but less concern over the details of delivery or participation in an AAP.

While this stage of participation had more opposition voices, it also offered the opportunity to inform supportive/neutral parties about the program – and to actively advise all about how they've been empowered to determine whether the service proceeds.

# APPENDICES

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## APPENDIX 1 – Informational Materials

# **APPENDICES**

## **APPENDIX 1 – Information Materials**

# TALKING TRASH

## A new way to manage garbage and recycling for rural residents

### ABOUT THE PROPOSED SERVICE



**NEW ESTIMATED COST OF CVRD SERVICE - \$200-275/YR**  
Roadside pick-up of garbage, recycling and seasonal yard waste



**BI-WEEKLY**  
Unlimited recycling collection



**BI-WEEKLY**  
Two can limit garbage collection



**SEASONAL**  
Six bags/month limit yard waste collection

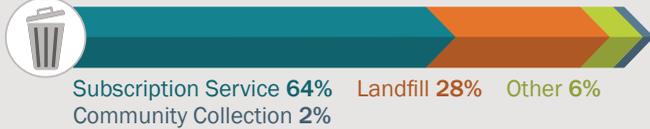


**FIND OUT IF YOUR HOME IS INCLUDED VISIT:**  
[www.connectcvrd.ca/ruralroadsidcollection](http://www.connectcvrd.ca/ruralroadsidcollection)

\*NOTE: Exclusions/Exemptions are listed on the website

### HOW WASTE IS CURRENTLY MANAGED

#### GARBAGE



#### RECYCLING



#### YARD WASTE



#### CURRENT GARBAGE COLLECTION COSTS

The below costs are for garbage collection ONLY

**\$260/yr**  
Self haul to landfill - based on 26 annual trips at \$10 per trip.



**\$487-\$550/yr**  
Private hauler - based on current annual contract rates of local haulers

### COMING UP NEXT

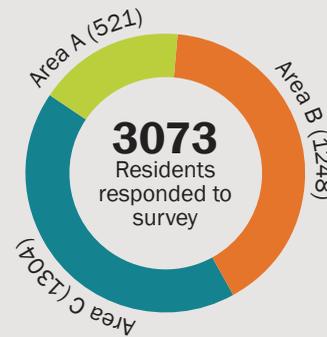


Online Open House Dates

**JUNE 3-JULY 5, 2021**  
If you oppose this service find out how to submit a form at:  
[comoxvalleyrd.ca/aap](http://comoxvalleyrd.ca/aap)

Alternate Approval Process

### SURVEY RESULTS - SUMMER 2020



74% of respondents support a new service



Based on survey results, 11 (of 13) communities were moved forward for technical review

### WHY ROADSIDE PICKUP?



Improve convenience



Reduce costs compared to individual subscription service



Increase diversion and recycling



Reduce environmental footprint



Ease pressure on landfill

Learn more at [www.connectcvrd.ca/ruralroadsidcollection](http://www.connectcvrd.ca/ruralroadsidcollection)

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Tel: 250-334-6000 Fax: 250-334-4358  
Toll free: 1-800-331-6007  
www.comoxvalleyrd.ca



April XX, 2021

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**Want to learn more about roadside waste collection?  
Join us for an online open house.**

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Dear Resident

**Re: Update on Electoral Area Roadside Waste Collection Service**

New information on the proposed Rural Roadside Garbage, Recycling and Yard Waste Collection Service is now available – and the Comox Valley Regional District (CVRD) is moving to next steps with the goal of starting pick-up in Spring 2022.

Since November 2020, the CVRD team has been reviewing the results of a survey completed last fall, and fine-tuning a proposed plan to bring roadside waste pick-up to those communities that expressed interest.

**Updates on Service Plans**

Based on feedback from the community, the CVRD is proposing a service that includes: Collection of two cans of garbage every two weeks (additional tags available for purchase), recycling (unlimited) every two weeks and monthly yard waste pick up from March to November. See reverse for more info.

Wondering if your property is included in the proposed service area? An interactive map is available online at [connectcvrld.ca/ruralroadsidecollection](http://connectcvrld.ca/ruralroadsidecollection), along with more information about exemptions/exceptions.

**What Happens Next**

Public assent will be sought through an Alternative Approval Process (AAP) held from June 3 – July 5, 2021. Learn more about the AAP, at [comoxvalleyrd.ca/aap](http://comoxvalleyrd.ca/aap). If you SUPPORT this new service, no action is required. If you OPPOSE this new service, submit an elector response form at [comoxvalleyrd.ca/aap](http://comoxvalleyrd.ca/aap).

Follow the project on ConnectCVRD for updates – advertised public notices will also be published in local newspapers and online when the elector response forms are available.

**Learn More**

If you are interested in learning more about the new service boundaries, costs, service details or next steps, please attend one of three Zoom open house sessions (all sessions will have the same content):

- May 11 – 12:00 pm to 1:00 pm
- May 13 – 4:30 pm to 5:30 pm
- May 19 – 12:00 pm to 1:00 pm

For more information, or to register to attend an open house, visit [connectcvrld.ca/ruralroadsidecollection](http://connectcvrld.ca/ruralroadsidecollection). If you have any questions, please phone 250-334-6016 or email [cswm@comoxvalleyrd.ca](mailto:cswm@comoxvalleyrd.ca).

Sincerely,

Vivian Schau  
Senior Manager of CSWM Services  
Comox Valley Regional District

# ConnectCVRD Project Page

## Rural Roadside Garbage and Recycling Collection



The Comox Valley Regional District is proposing a rural roadside garbage and recycling collection services in 11 neighbourhoods throughout Electoral Areas A, B and C. Responses to 2020 survey showed that 74 per cent of respondents showed interest in a new service. Informed by extensive community input via Phase 1 Engagement, Comox Valley Regional District staff have developed details of the proposed service based on residents' current waste management practices and service considerations. Service boundaries, service levels and estimated costs are detailed below.

### Details about proposed collection service now available



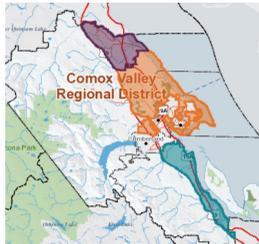
[Click the image to watch this overview video](#)

[Proposed Service Boundaries](#)

[IMPORTANT UPDATES](#)   [QUESTIONS](#)

## Confirmed Service Area Boundaries Now Available

15 Apr 2021



We heard strong support for a new roadside garbage and recycling service in the electoral areas during a survey conducted last year. The project team looked for areas that would be best served by a participation in a consolidated service, operationally feasible, and that had strong support from the residents. That analysis resulted in the following neighbourhoods moving forward.

<b>Area A:</b> Fanny Bay Area Union Bay Area	<b>Area B:</b> Lazo Road Area Little River Area Bates Beach Area
<b>Area C:</b> Lake Trail Road Area Dove Creek Area Merville and Williams Beach Area	Black Creek Area Saratoga and Miracle Beach Area MacAulay Road Area

There are some properties within the boundaries that will not receive this service because they do not meet the principle property use of a residential dwelling, or the property use is better suited to a centralized garbage collection system rather than individual collection. Wondering if your address is included in the proposed service area? Click on the interactive map highlighting all properties that are proposed to be included in the new service area.

Should the service be approved by residents through the AAP, residents will not be able to opt out after the service is created. In order for the proposed waste collection service to be cost effective and delivered efficiently, it needs to have participation from the majority of residents. Delivering recycling and yard waste collection to residents, alongside garbage collection, will improve diversion from our landfill and that impact will be most significant with the highest number of participating community members. Some exceptions/exemptions apply.

Have questions about why your property is included or excluded from the service? Visit [www.comoxvalleyrd.ca/ruralroadsideboundary](http://www.comoxvalleyrd.ca/ruralroadsideboundary) to learn more about qualifications, exemptions and exclusions or to download a PDF version of these maps.



### STAY INFORMED

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385 members of your community are following this project

### FAQs

- [Why is the CVRD pursuing this service?](#)
- [Service Details - Why, What, When, How?](#)
- [Cost to Residents](#)
- [Service Area - Who's Included?](#)
- [Approvals and Next Steps](#)
- [Opting Out](#)
- [Exemptions and Exclusions](#)
- [Webinar follow up questions](#)

### Videos



Sarah Willie  
 Solid Waste Analyst  
 Comox Strathcona Waste Management

[CREATE LOGIN](#)   Stay engaged on other projects

# ConnectCVRD Project Page

## Online Open House - Recording

Thank you to those who attended one of the three online Open Houses held on ZOOM May 11, 13, and 19, 2021. If you were unable to attend, we have posted a video recording below.

### Recording of the May 13, 2021 Online Open House



Additional questions posed by participants during these sessions that were not answered live due to time constraints have been answered in the **FAQs** section located on the right hand side of the screen.

## Approval of Proposed New Service to be confirmed by Alternative Approval Process (AAP)

15 Apr 2021



As part of the COVID-19 Finance and Administration Response and Renewal Plan, the CVRD will be streamlining most of its Alternative Approval Processes to once a year, in the spring. The proposed rural roadside garbage and recycling collection service will be included as part of this new annual AAP process. This singular, unified AAP will save money, streamline efforts, and ensure clear, consistent messaging to residents about the process.

If you **oppose** this new service, you can submit an elector response form to voice your opposition. Elector response forms are available now and can be submitted from June 3 to July 5, 2021. Learn more at: [comoxvalleyrd.ca/aap](http://comoxvalleyrd.ca/aap).

- If you **support** the proposed service do not need to take any action.

Under provincial legislation, an AAP is an acceptable method for all local governments to utilize to directly engage citizens about certain matters requiring elector approval. The AAP provides a high-degree of accessibility as electors have at least 30 days in which to consider the initiative and submit a response a response form to indicate their opposition. In this case, an AAP was pursued following public consultation that determined there was support in the community for the establishment of a service and because a referendum would have been far more expensive to taxpayers. In addition, the CVRD has undertaken considerable public outreach through a variety of methods to ensure residents are aware and informed of the proposed service and the Alternative Approval Process.

Still have questions? Visit the [CVRD's website](#) for more information.

## SURVEY RESULTS AND STAFF RECOMMENDATIONS



In August/September 2020, the CVRD invited residents in Electoral Areas A, B and C to complete a survey indicating their level of interest in a new roadside garbage and recycling collection service. More than 3,000 people participated in the survey with 74% supportive of establishing a service. Interested in learning more? Check out our survey results for all 13 participating neighbourhoods.

## FAQs (CVRD Webpage)

### Frequently Asked Questions

#### Why is the CVRD Pursuing this Service?

- + What are the benefits of roadside garbage and recycling collection?
- + Why is this being considered after it was voted down in 2013?
- + Why did some neighbourhoods not move forward, when the community expressed interest?

#### Service Details – Who, What, When, How?

- + Who is included in this service?
- + Who will do the collection work?
- + What is the collection frequency?
- + Can I exceed the two cans garbage limit?
- + What materials can I recycle through this roadside collection?

- + When will the service start?
- + Will I need to use specific containers for my garbage, recycling and yard waste?

#### Cost to Residents

- + What will this cost?
- + How would the cost compare to other options for managing garbage/recycling?
- + Is this an additional cost to what I am already paying on my taxes?
- + How much will I pay if my house has a secondary suite?
- + How much will I pay for the two (or more) houses on my property?
- + Will there a discount for seniors over 65 years old?
- + Will there be a discount if I am below my two can limit of garbage bi-weekly?
- + Will there be a discount for seasonal residents?

## FAQs (CVRD Webpage)

- + Do I have to pay if I have a vacant rental dwelling?
- + Can the invoice be sent directly to the tenant rather than the property owner?
- + What happens if I choose not to pay?

### Service Area - Who is Included?

- + Is my home include in the service area?
- + Is my home eligible for the service if I have a Home Occupation permit?
- + What happens if my property is not included in the proposed service area?

### Approvals and Next Steps

- + How/when will voters decide on the service?

### Opting Out

- + Can you opt out of the service?

- + How will this service address people with mobility challenges?

### Exemptions and Exclusions

- + Are some properties exempt or excluded from the service?
- + Why are Farm zoned properties included as part of the service?
- + What if I only use my Farm zone property strictly for farming?
- + Why are Commercial or Industrial zoned properties excluded from service?
- + Why are Mobile Home Parks zoned properties excluded from service?
- + Why are Recreational Vehicles parked on my property excluded from service?
- + Why are Multi-family zoned properties (apartments, townhouses, row homes) excluded from service?

# Interactive Map

