

Late Agenda Item

**Committee of the Whole Agenda
September 9, 2025**

Recommendation:

That Council amend the agenda to add the following item, received after publication of the agenda:

- 6.1. Verbal Report – Spring Cleanup Survey**
Add 2025 Spring Cleanup survey results.

Pages
2 - 24

2025 Spring Clean-Up Week Survey

SURVEY RESPONSE REPORT

21 August 2025 - 05 September 2025

PROJECT NAME:

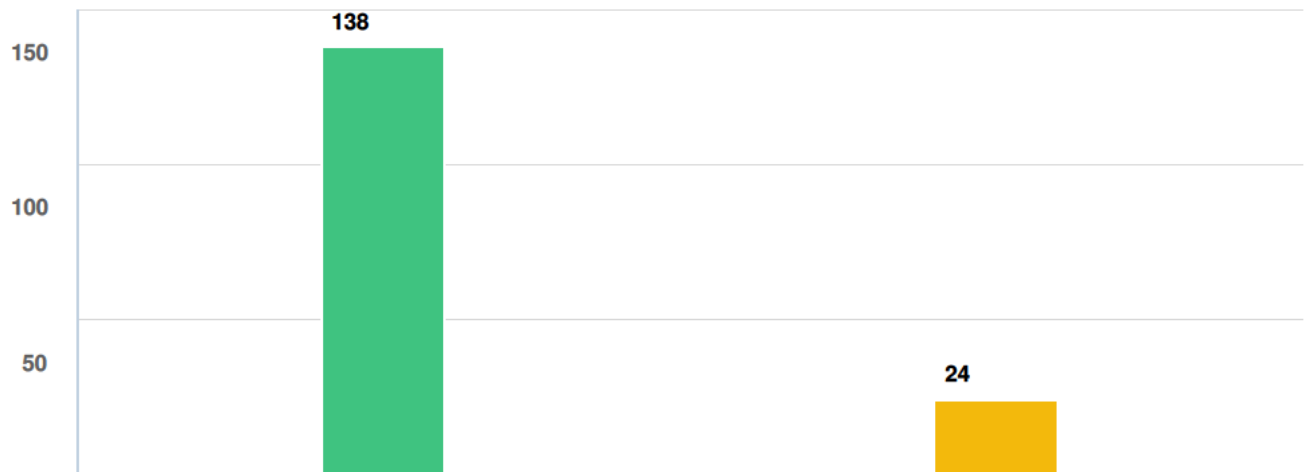
Spring Clean-Up Week





SURVEY QUESTIONS

Q1 Did you use the 2025 Spring Clean-Up Collection Service?

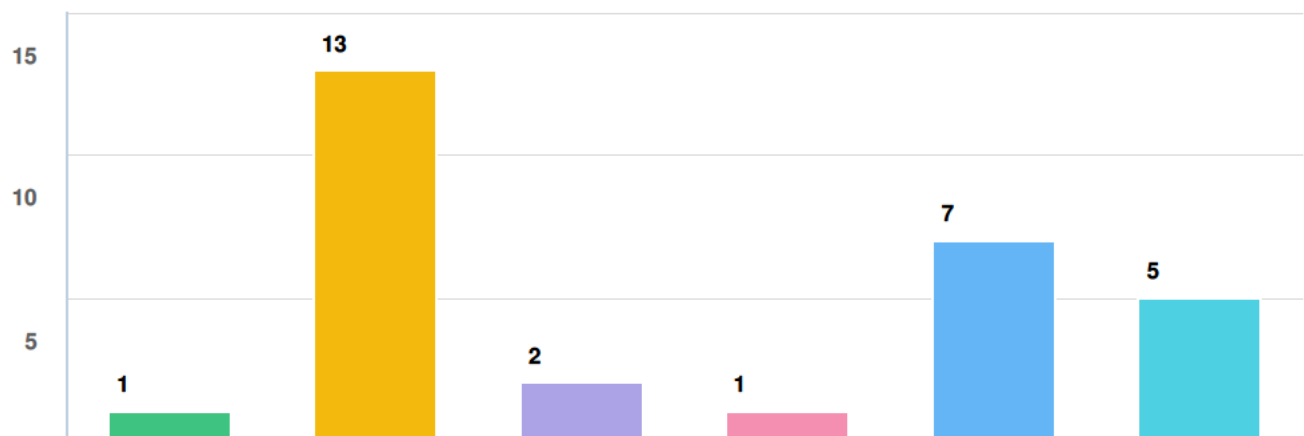


Question options

● Yes ● No

Mandatory Question (162 response(s))
Question type: Checkbox Question

Q2 If you did not participate this year, why not? (Select all that apply)

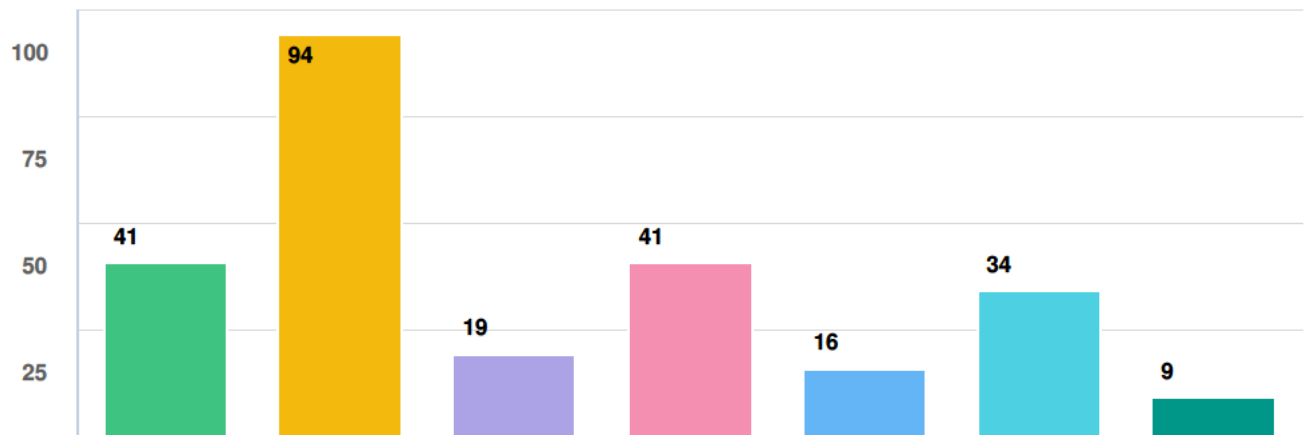


Question options

● I wasn't aware of it ● I didn't have any items to dispose of ● I didn't understand the rules ● I missed the collection day
● I used a different disposal method (e.g., landfill or private hauler) ● Other (please specify)

Mandatory Question (24 response(s))
Question type: Checkbox Question

Q3 How did you find out about the service? (Select all that apply)

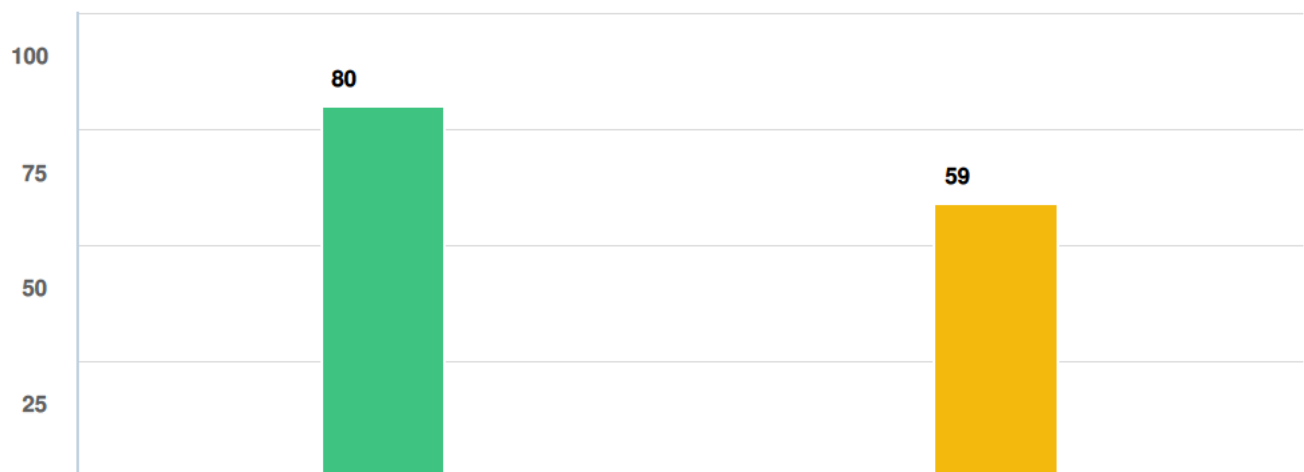


Question options

- Town website ● Town social media (e.g., Facebook, Instagram) ● Town newsletter ● Utility bill insert
- Newspaper or online news outlet ● Word of mouth ● Other (please specify)

Mandatory Question (138 response(s))
Question type: Checkbox Question

Q4 Were your items collected as expected?

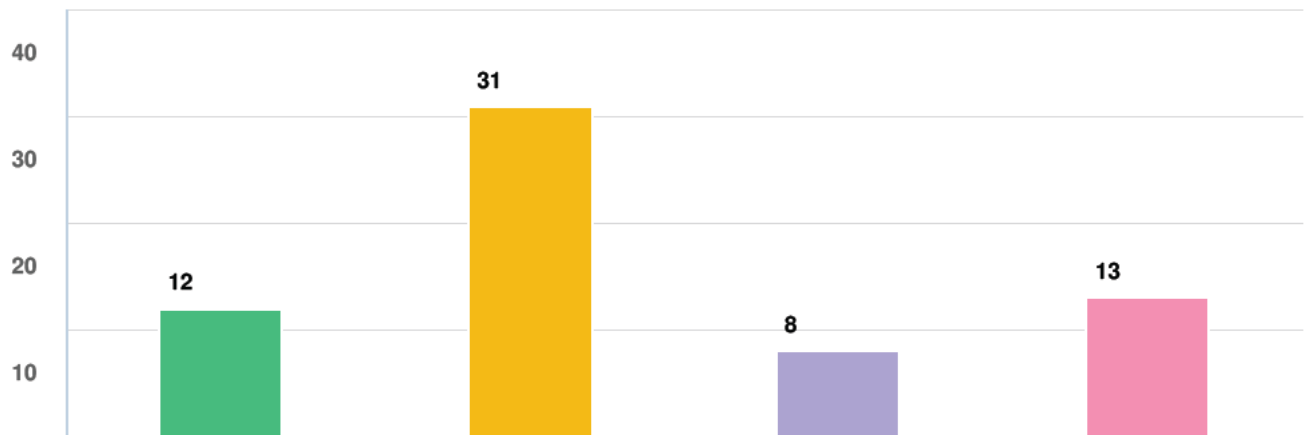


Question options

- Yes ● No

Mandatory Question (138 response(s))
Question type: Checkbox Question

Q5 Were your items collected after Spring Clean-Up Week ended?

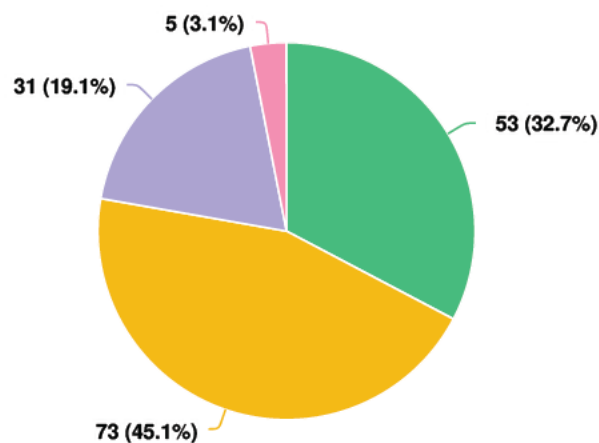


Question options

- Yes – eventually
- No – I arranged disposal of my items outside of this program
- No – I will try again next year
- Partially (please explain)

Mandatory Question (59 response(s))
Question type: Checkbox Question

Q6 How easy was it to understand the guidelines (e.g., what materials were accepted)?

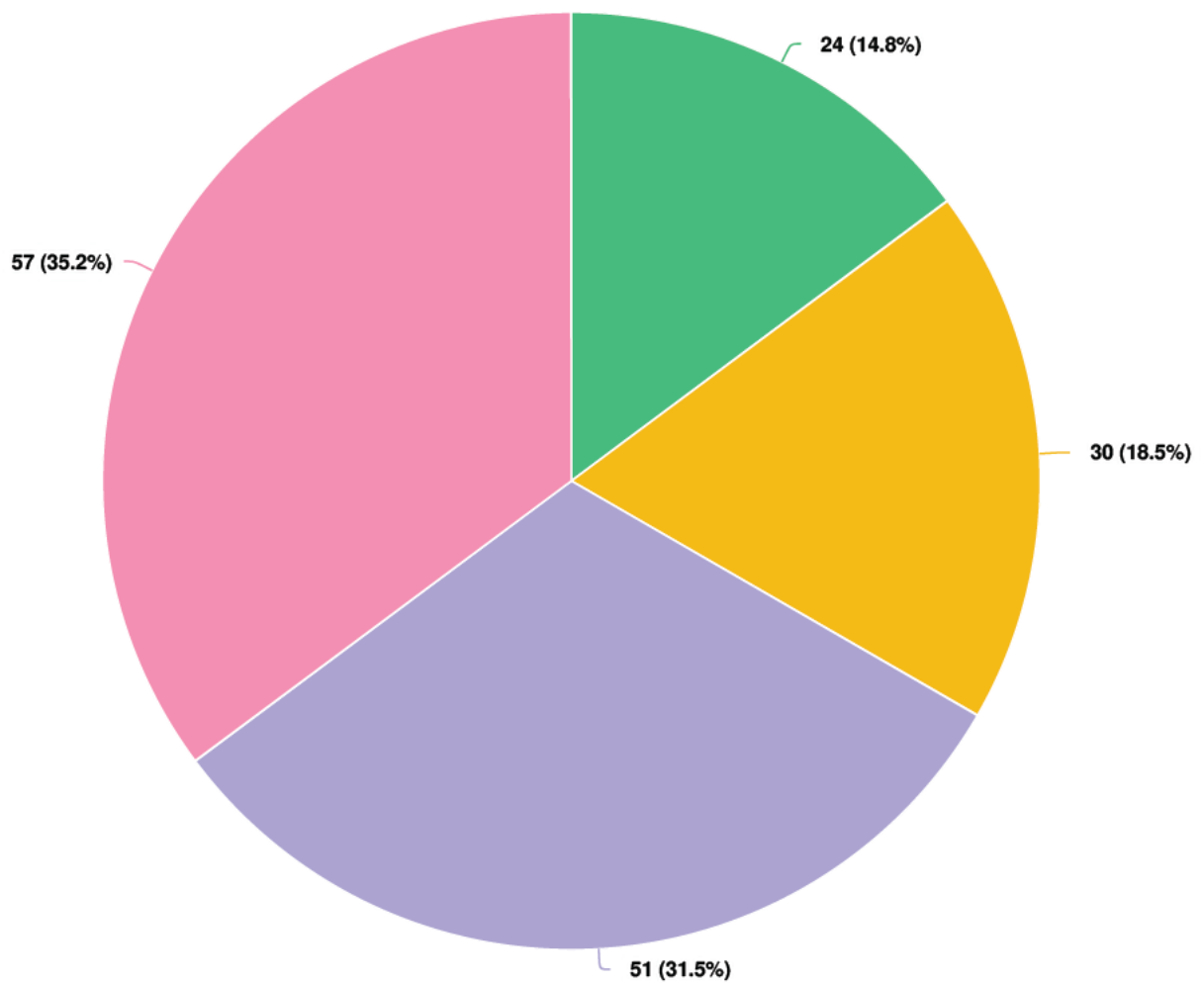


Question options

- Very easy
- Easy
- Somewhat hard
- Hard

Mandatory Question (162 response(s))
Question type: Radio Button Question

Q7 What was your impression of the overall Spring Clean-Up service?



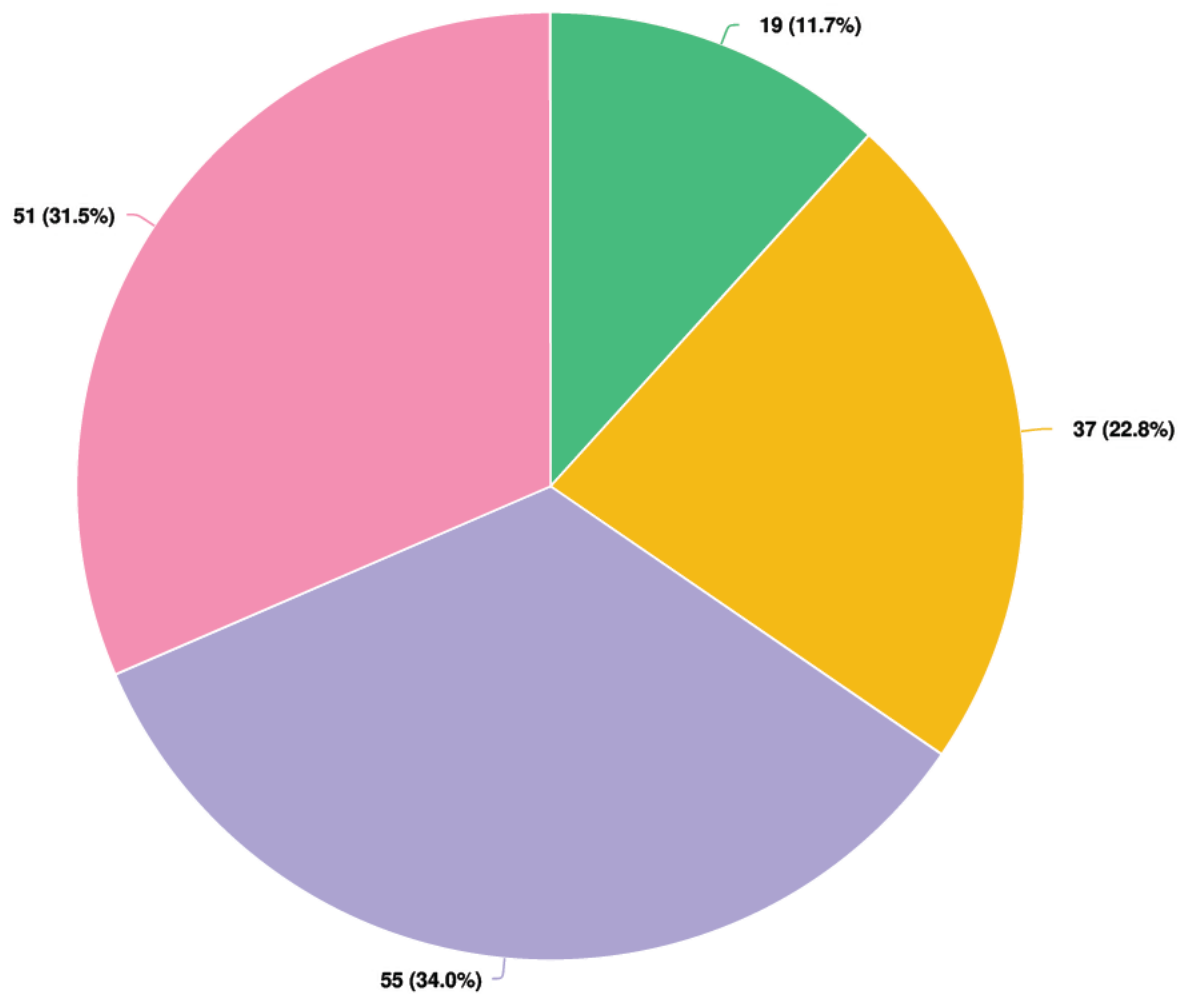
Question options

Excellent Good Fair Poor

Mandatory Question (162 response(s))

Question type: Radio Button Question

Q8 How would you rate the timeliness of the collection?



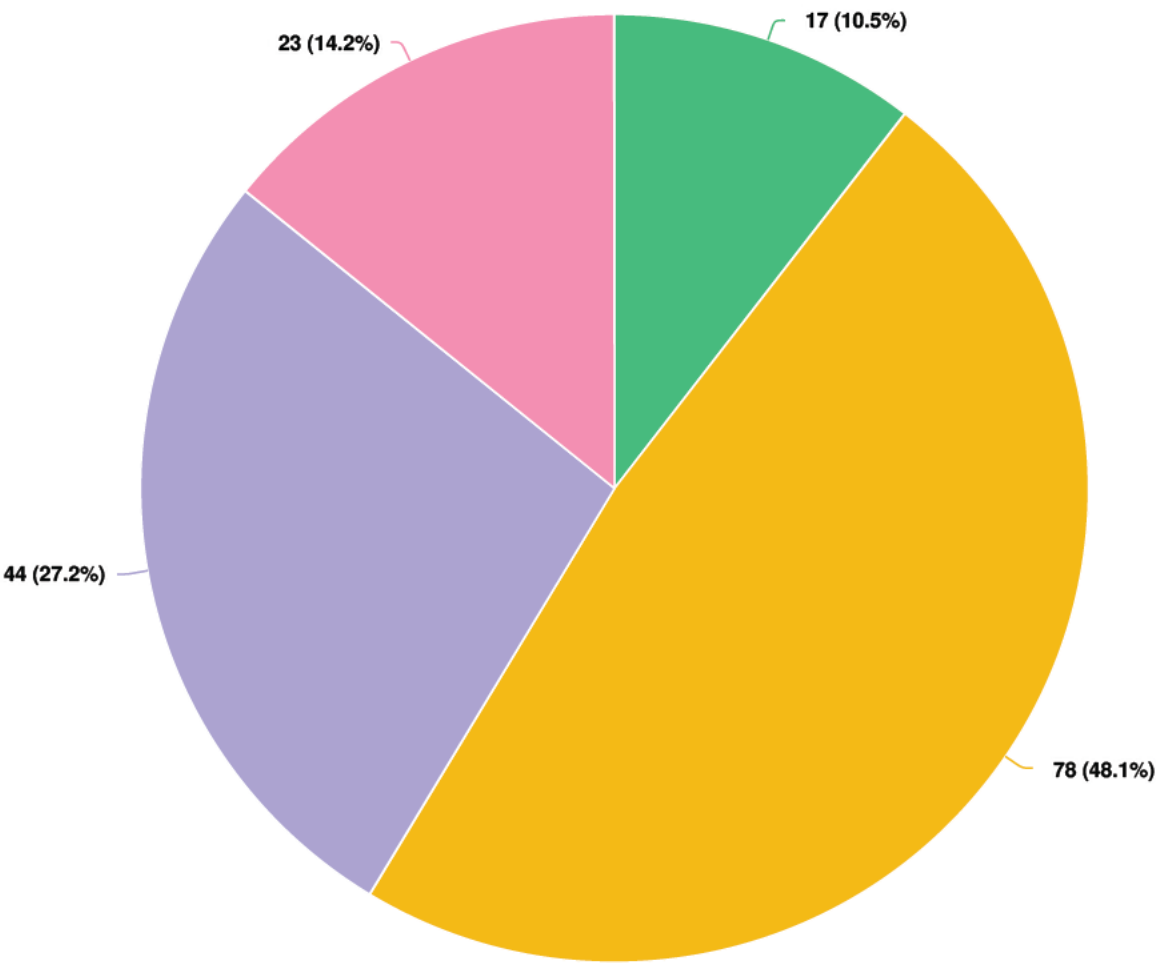
Question options

Excellent Good Fair Poor

Mandatory Question (162 response(s))

Question type: Radio Button Question

Q9 | How effective was the communication about Spring Clean-Up 2025?

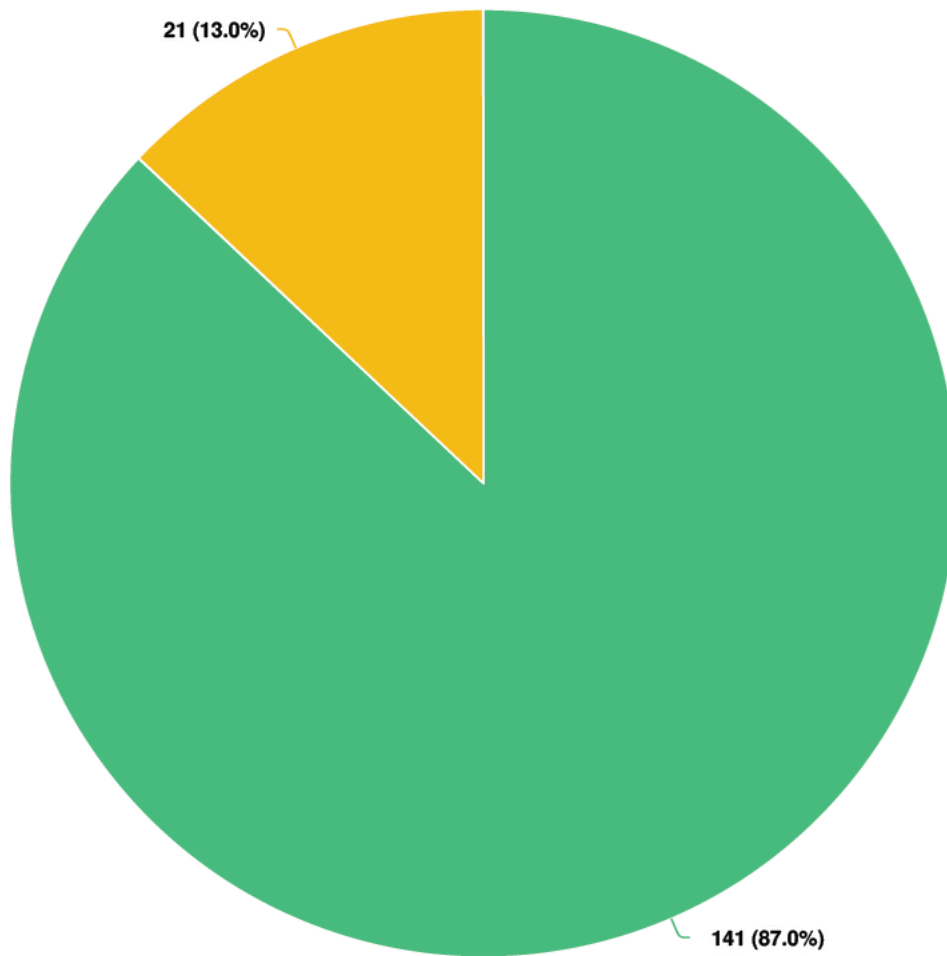


Question options

Very effective Effective Ineffective Very ineffective

Mandatory Question (162 response(s))
Question type: Radio Button Question

Q10 | Do you think Spring Clean-Up Week should continue in future years?



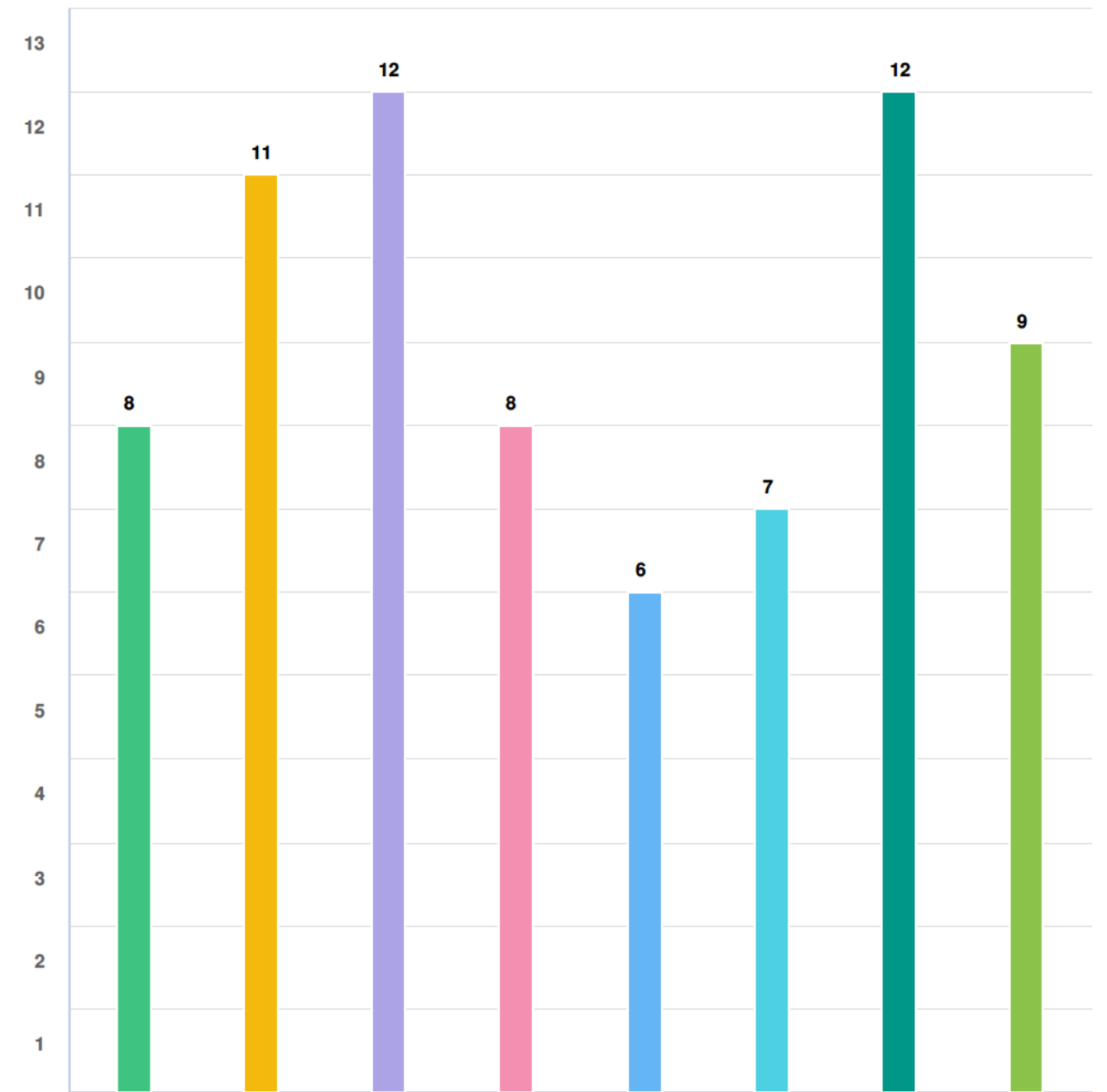
Question options

☒ Yes ☐ No

Mandatory Question (162 response(s))

Question type: Radio Button Question

Q11 | What are your concerns regarding the Spring-Clean-up



Question options

- Don't like the aesthetic
- Don't like people leaving their items at other people's places
- Don't like being responsible for the disposal of other people's unaccepted items
- It costs too much
- It lasts too long
- It promotes scavenging
- People should be responsible for disposing of the items they purchased and brought into their household
- Other (please specify)

Mandatory Question (21 response(s))
Question type: Checkbox Question

Q12 Do you have any other feedback you wish to provide?

Redacted

8/21/2025 09:37 AM

I would like more items to be pick up like outdoor furniture or wood scraps etc.

Redacted

8/21/2025 09:40 AM

Our items never got picked up and we followed the rules. Unfortunately, because our items sat out for so long, people who did not follow rules dumped their unaccepted items at our place, and our neighbours and we had to pay for disposal.

Redacted

8/21/2025 09:44 AM

My experience for myself was fine. However there is still garbage that should have been picked up on our street. These items were on the list and were out in time. The town should have order the company come back to collect what they were paid to do.

Redacted

8/21/2025 09:47 AM

This is a valuable service I hope the town keeps! I know there was some

Redacted

8/21/2025 09:51 AM

Please add large tree branch clean up! Currently we can pile sticks and bags - it would be great if there was larger branch pick up available, even every 2 years. Hard to get to dump w/ a small car. Wood chips could be offered to residents as free mulch

Redacted

8/21/2025 09:54 AM

Nothing on our street was ever picked up, and the items were left out for over a month by neighbours. Looking around at the items left out by neighbours, they were within the list of acceptable items. It made our neighbourhood look junky.

Redacted

8/21/2025 10:02 AM

We followed the guidelines and none of our objects were picked up. The contractor should have been made to fulfill the commitment. previous years have been excellent.

Redacted

8/21/2025 10:03 AM

There were areas that were apparently missed/ignored and I'm not just referring to out of way locations. Example was Dogwood where there was a pile for weeks....

Redacted

8/21/2025 10:05 AM

If the pickup company misses approved items for pickup they should be required to make a return trip at their expense.

Redacted

8/21/2025 10:07 AM

Make more items available for pickup

Redacted

8/21/2025 10:09 AM

Feel this is an excellent service thank you for providing it

Redacted

8/21/2025 10:12 AM

I think and agree with many people that furniture, appliances etc. should once again be picked up that week. Many people don't have trucks to get to the dump, this also stop the dumping of these items in the backwoods, logging roads behind towns

Redacted

8/21/2025 10:14 AM

Please do not discontinue this service. That said, it must be very frustrating for those that do the organizing to see folks who do not follow the rules, which results in delayed pickup/trash on curb - I hope those folks don't ruin it for the rest of us!

Redacted

8/21/2025 10:14 AM

A handy and wonderful service. Also like how some people's 'garbage' is another person's treasures. Less overall garbage to the landfill.

Redacted

8/21/2025 10:15 AM

A possible alternative to consider may be a "free dump run" coupon per household, or something like that.

Redacted

8/21/2025 10:18 AM

Don't let people keep their junk out for months after, they should be required to take it off the curb or receive a fine. We still have an elliptical on the side of our road

Redacted

8/21/2025 10:19 AM

- There is confusion about what should be put in the recycling and what can be counted as waste (ie plant pots)
- Its not clear if things, like old clothes, that are no longer good for donation can be included
- There are often areas that are missed, incl

Redacted

8/21/2025 10:31 AM

Find another contractor that will do a better job. Or return to system from 2024 and earlier. We pay lts of taxes for those town and it looked super trashy this year. We need better service for what we pay.

Redacted

8/21/2025 10:36 AM

should be an all in, or nothing collected approach. it was BS that some metal, wood, plastic items were taken, but other metal, wood,

and plastic items were left behind. I'd be asking for a refund from the WMC if I were the town for only doing half a job.

Redacted

8/21/2025 10:38 AM

If you provided a token to each household to dump their spring cleanup items at peerless it would keep the town clean. The garbage on our streets is unacceptable. Too many people put their items out late.

Redacted

8/21/2025 10:39 AM

In previous years, a lot of us didn't follow the guidelines strictly and yet it was all still picked up. I think people got used to that, so are mad that the contractors are following guidelines more closely now. But it's still a great service!

Redacted

8/21/2025 10:39 AM

Suggest a list of examples of what won't be picked up- example, furniture with metal etc.

Redacted

8/21/2025 10:44 AM

A wider range of items allowed such as metal outdoor furniture would be useful. I believe these types of items were picked up in previous years so that was a bit confusing.

Redacted

8/21/2025 10:46 AM

More items should be acceptable

Redacted

8/21/2025 10:50 AM

I hope that they actually show up next year.

Redacted

8/21/2025 11:13 AM

It's a great program .. the problem is when the company doesn't pick up acceptable items!

Redacted

8/21/2025 11:19 AM

Our strata had to pay for all the junk to be taken to the dump because some residents put tons of trash kerbside and some neighbours added to the pile. No way of policing this. Would rather the spring and fall cleanup's didn't happen.

Redacted

8/21/2025 11:20 AM

A list with clear and concise guidelines. This service I believe prevents dumping in our green spaces although it does appear that people go over what should be put out, and continue to put items out after the deadlines.

Redacted

8/21/2025 11:21 AM

I think that in years passed the collection was very different and much more flexible. This year if you had a dishwasher on the curb it wasn't a listed appliance. I thought in passed year it was appliances in general. I like the service

Redacted

8/21/2025 11:27 AM

There seemed to be a lot of waste left behind and residents indicated that they were missed by the contractors. It was an eyesore and appeared harder to cleanup the longer it sat outside.

Redacted

8/21/2025 11:30 AM

There was a lot of confusion on social media pages regarding why certain stuff wasn't collected, some piles sat for weeks. I think residents need to be held accountable for removing unacceptable items in a timely manner.

Redacted

8/21/2025 11:52 AM

my answers are not based on what I experienced but driving around town. I saw a lot of stuff left up on streets that was on the list so that's why I gave it lesser score.

Redacted

8/21/2025 12:08 PM

I feel the overall communication to the community, from the city, was poor. I got more information from local citizens than the Ladysmith official website. The information needs to be communicated by the city early and often.

Redacted

8/21/2025 12:21 PM

The Spring Cleanup arrears to be a service that Ladysmith residents want to co round. The communication was effective; what was ineffective was the people who didn't follow the rules. This survey also requires some adjustment. I can't go back and edit

Redacted

8/21/2025 12:21 PM

More items that can be collected so people are able to clean up their properties, with so many elderly residents going to the dump is a challenge.

Redacted

8/21/2025 12:25 PM

The town looked like a dump during the dates of spring cleanup and for weeks after. Get bylaws out or come up with a solution .
Appreciate the fact you are doing a survey but I'll reserve judgement until after the next clean up to see the improvements

Redacted

8/21/2025 12:26 PM

My neighbour puts out all sorts of junk because he takes "wood furniture" to mean scrap wood.

Redacted

8/21/2025 12:27 PM

I wish that the items specified in the guidelines were picked up after collects many items remained at the curb. No ads in TAKE 5 the only paper we get. Each year fewer items are included it should allow anything that is permitted at the dump.

Redacted

8/21/2025 12:28 PM

If this town truly cares about being green then it should keep this service. It falls under the 3 Rs that our school system has shoved down throat since kindergarten. REDUCE, REUSE, AND RECYCLE.

Redacted

8/21/2025 01:22 PM

I really appreciate the spring clean up for getting rid of large items that I am unable to transport in my car as a single woman.

Redacted

8/21/2025 01:44 PM

Feel for town in the frack in offering this. I have noticed a change in service with current water provider. Varying times. Driving quite fast down alleys & not as friendly.

Redacted

8/21/2025 01:48 PM

Less restrictive on the items permitted

Redacted

8/21/2025 02:06 PM

a wonderful service. So helpful to keep our town beautiful. I have appreciated it. I think the majority of residents don't have a truck so it enables people to take pride in their properties and ensure safe disposal of garbage. Our alley was missed.

Redacted

8/21/2025 02:21 PM

It was clear what was acceptable but there were piles of stuff people put out that shouldn't have been. Would be nice to have a wider selection of what's available.

Redacted

8/21/2025 04:26 PM

Wood should be added to the list- it could be chipped and added to compost. Saw a lot of wood put out that was not allowed and not collected

Redacted

8/21/2025 05:43 PM

Broaden the number of accepted items. Or, leave it as is and allow everyone to add two extra bags of garbage or something. That should help the areas look cleaner but people will still be able to get rid of rubble.

Redacted

8/21/2025 06:09 PM

Use your own employees. A lot of people were unhappy with service, inconsistent service. I have a pickup and use Pearless.

Redacted

8/21/2025 06:30 PM

Great program ...very glad to have this service.

Redacted

8/21/2025 06:47 PM

My area of town was picked up in a timely manner, although there were a lot of areas of town that had items listed for collection on the boulevard that were completely missed. Most prohibited items put out didnt impact the pick up of the rest, no digging

Redacted

8/21/2025 07:01 PM

Most towns have done away with this. Reallocate the funds of this service to other waste reduction innitiatives. People should pay for disposal of their own stuff..

Redacted

8/21/2025 07:03 PM

The community garage sale aspect of this is great. As many items get picked up that can be reused before the garbage gets picked up. The problem is what gets left behind needs to get picked up by the homeowner and that doesn't always happen..

Redacted

8/21/2025 07:03 PM

I love being able to put my stuff out on the curb during spring clean up week. Most of the time people driving or walking by will pick up something they see and like. It's a win win

Redacted

8/21/2025 07:09 PM

So disappointing the complaints about items when clearly those putting out items have not adhered to acceptable items.

Redacted

8/21/2025 07:46 PM

Thanks for offering Spring clean up!

Redacted

8/21/2025 08:55 PM

What got picked up has changed over the years, some years more and some less. It leads to confusion

Redacted

8/21/2025 08:59 PM

Better communication as what is acceptable changes yearly or bi yearly...

Redacted

8/21/2025 09:55 PM

You need a different collection contractor, or to hold the existing one accountable. They shirked their duties last year and it was appalling. Worse was the town laying blame on residents for not following the rules when they did. Not enough characters .

Redacted

8/21/2025 10:04 PM

Valuable service to help keep our town clean!

Redacted

8/21/2025 10:09 PM

Our first year here, we loved spring cleanup!

Redacted

8/22/2025 05:53 AM

This is an incredibly helpful service. A detailed guide (online or otherwise) would be appreciated.

Redacted

8/22/2025 08:11 AM

Garbage wasn't picked up on the day it was supposed to be picked up. I noticed my neighbours garbage being picked up around me but mine was left even though there wasn't any banned items in the pile. It randomly got picked up about 2 weeks late.

Redacted

8/22/2025 09:31 AM

Grateful for the service as we don't have a truck to get bigger items to the dump

Redacted

8/22/2025 10:55 AM

I feel yard waste is something that could be picked up on a more regular basis

Redacted

8/22/2025 10:59 AM

You need to find a better way to advertise it - I never knew about it or the dates of collection - just clued in when people started putting things out - but it seemed much scarcer than other years, leading me to wonder if others didn't know either.

Redacted

8/22/2025 11:39 AM

Praying you don't stop the Spring and Fall clean up pickup service!

Redacted

8/22/2025 11:53 AM

Such a valuable service for seniors, both in convenience and financial. Husband is 85, cannot do dump runs. People get mad that stuff isn't collected, but they are not adhering to the rules of what should be put out. Maybe better communication is needed

Redacted

8/22/2025 03:53 PM

Whoever your social media person was who posted the condescending messages on the town Facebook page should be replaced. I immediately lost respect for the town due to that person sending tone deaf messaging blaming residents.

Redacted

8/22/2025 08:21 PM

Spring clean up used to collect a lot more items, each year the items are getting fewer and less options for clean up. Bring back past years

items (ex: wood), clearly people wanted it when you see what was left behind after the pick up was done.

Redacted

8/22/2025 08:29 PM

I am not sure what the issue were with this years contractor. But previous contractor did a far better job.

Redacted

8/22/2025 09:35 PM

Our items sat outside for 2 weeks after Spring Clean Up. Even after 3 calls to City Hall and another 2 weeks we took them to the dump ourselves. City hall said they woul contact the contractor to have them picked up , that never happened.

Redacted

8/23/2025 07:27 AM

I think it should include a week off free access to the dump for items not allowed to be put out on the street.

Redacted

8/23/2025 08:27 AM

The garbage all over for weeks ahead should be stopped. Tell people they cannot put out their stuff more than 2/3 days ahead of their scheduled pick up. And what was not picked up must be removed from the curb within 2/3 days.

Redacted

8/23/2025 03:07 PM

We're not on social media so did not get any info for what was happening with the pickup, but heard from others who saw something on facebook. I hope the program continues.

Redacted

8/23/2025 03:29 PM

I have loved spring clean up in the handful

Redacted

8/23/2025 08:17 PM

There needs to be better communication on what can and cannot be put out.

Redacted

8/24/2025 09:07 AM

I do not want my tax \$ going toward this horrible service. Home owners should be responsible for their own large items.

Redacted

8/24/2025 02:00 PM

My experience at my own address was great. However what I witnessed in other parts of town was not good. I was disgusted with the lack of accountability the town and contractor took.

Redacted

8/24/2025 02:00 PM

Please expand allowable items

Redacted

8/24/2025 02:25 PM

The money to carry out this clean up would be better spent on other more important issues.

Redacted

8/24/2025 02:28 PM

Very appreciative of the service offered by the Town of Ladysmith

Redacted

8/24/2025 02:29 PM

I didn't even see a truck come by our street this year. Many other people on my block he items sitting for weeks. It's as though nothing ever happened.

Redacted

8/24/2025 04:00 PM

The person on the phone at Waste Management was a total (female dog) and said the crews had gps so they knew they picked up everywhere. I said that our couple of things were still there as were things behind others in our alley. contact me I have more

Redacted

8/24/2025 04:15 PM

I feel it's a good program. Unfortunately it promotes people to steal items not put out for the clean up

Redacted

8/24/2025 04:28 PM

When it was called large item pick up people were more apt to follow the guidelines. Naming it spring clean up, people assume it is a service to take all types of junk at everyone's expense. People that missed their day of collection like my neighbour a

Redacted

8/24/2025 05:31 PM

More clear perimeters and notice on what is and isn't collected. Some peoples stuff was collected right away, some peoples sat around for well over a week. It was confusing. Only our bbq was taken. Some people's bbq weren't take, made little sense.

Redacted

8/24/2025 06:35 PM

Please provide clear guidance about what day each neighbourhood is supposed to put out their materials. Also, consider using bylaw to audit residents and post your social media e.g Cariboo chilcotin conservation society waste audits

Redacted

8/24/2025 07:10 PM

Having a truck out of commission is no excuse not to fulfill your obligation to the citizens. Make the collection longer then. Not so difficult! So many people didn't have things picked up that were definitely on the approved list.

Redacted

It's easy to understand what is appropriate to be left out and an

8/24/2025 07:47 PM

excellent service for the Town. We very much appreciate it and I'm sure it helps reduce dumping in the forests or back roads. The only concern is the delayed pick up, Which is communicated.

Redacted

8/24/2025 08:15 PM

In conjunction with the household pickup, consider waiving fees at Peerless for the week. Setup a weight limit and allow for basic dumping.

Redacted

8/24/2025 09:08 PM

Waste of taxpayers dollars

Redacted

8/25/2025 05:45 AM

The communication was poor after the original clean up dates did not go as planned. There was blaming of the town residents for not following the correct procedures when I think the contractor was actually doing a poor job. I was disappointed

Redacted

8/25/2025 07:28 AM

Yard trimming should also be included in this pick up. Thanks for your service!

Redacted

8/25/2025 07:31 AM

Items accepted is too narrow.

Redacted

8/25/2025 07:43 AM

Absolutely love this service! Please keep it! Timelines were find for our pickup but very late for many others. More readily available information on allowable items and clear timelines on when all pick ups are done would be helpful.

Redacted

8/25/2025 07:58 AM

The list should be expanded and items should not be left out on the streets for weeks at a time. I understand there was an issue with some of the trucks this year but some streets looked like the projects with how long items stayed on the curb for

Redacted

8/25/2025 09:16 AM

Supply free drop off at Peerless Road so residents can take their own.

Redacted

8/25/2025 09:19 AM

I love the idea of Spring Clean Up. Resident need to be more respectful of the rules, what remains at your curb must be taken to the local dump in a timely manner.

Redacted

8/25/2025 08:52 PM

I was frustrated by the amount of material that seemed to meet criteria that was still left on the streets around our home. The response of the town was also not helpful for dealing with this - with everyone passing the buck instead of finding a solution.

Redacted

8/25/2025 09:08 PM

Other cities plan their spring picks up and yard waste picks up in advance of the printed schedule.

Redacted

8/25/2025 10:12 PM

Spread the pickup over different areas each week for 4 weeks. Encourage cluttered yards to take part. Offer large beach pickup as well, maybe earlier in the year when we are pruning dormant trees. If this is too costly, give out a voucher for peerless.

Redacted

8/27/2025 08:08 AM

In the past, all stuff was collected. We all learned about this by w.o.m. -nothing was said about changes. Major screw-up. We called a truck & paid to haul it all away. GO BACK TO THE OLD WAY. Some of us have VERY limited income, depending on this to help

Redacted

8/28/2025 07:27 AM

Our personal experience was excellent. I'm not sure why but our experience wasn't shared throughout the neighborhood. One person still has a large recliner sitting outside to be picked up. Many were confused over when and what was acceptable.

Redacted

8/28/2025 04:42 PM

I think everyone would like to know the cost to the town for the annual free pickup. Also does it or doesn't it help prevent illegal dumping.

Redacted

8/29/2025 09:12 AM

Spring clean up should be everything except for a few exemptions, and weight restrictions.

Redacted

8/29/2025 04:31 PM

I think if the city decides not to pick anything up, let people know so that we can get rid of junk in our driveways/lane ways faster.

Redacted

8/30/2025 06:55 AM

Limit the time before pickup that items can be put out and mail a checklist to each household to state their tems that are acceptable and any specific wrapping needed. Items were out on street too long and many items not suitable or not properly wrappd

Redacted

8/31/2025 09:28 AM

The leaflets we receive for our yearly collection schedules are very easy to understand the four levels, ORGANIC, CURBSIDE

RECYCLING, GARBAGE, RECYCLE AT PEERLESS, Using this as an example fashion an along these lines for spring cleanup, more detailed.

Reda

8/31/2025 09:54 AM

It would be good to understand the cost of this service and whether or not this is the best use of tax other money. To be va

Redacted

8/31/2025 03:50 PM

They didn't come to my street . Everyone on my street said the same thing yet the city says they did

Redacted

8/31/2025 07:07 PM

If items are put out that aren't approved or don't get picked up the person should be told to remove it and be ticketed if they don't, there are still items on the side of 2nd ave.

Redacted

9/01/2025 11:45 AM

I wish it could be picked up over one week and not stretched out over two.

Redacted

9/04/2025 05:33 PM

No change

Redacted

9/04/2025 07:17 PM

I wish that more items were accepted. I think that any and all garbage items should be picked up during that week, along with yard waste. I also thought communication was limited this year and I had to seek out info myself.

Redacted

9/04/2025 07:20 PM

Need to be specific on what is accepted and ensure the company collecting gets things picked up in timely fashion

Redacte

9/04/2025 07:22 PM

I want this service to continue.

Redacted

9/04/2025 08:24 PM

Didn't pick up stuff that was on the list. The previous company was way better and picked up everything. A housing complex is beside us and their pile was left for a month +.

Redacted

9/05/2025 07:29 AM

Yes, but there needs to be more items allowed. Over the years it's getting less and less yet our taxes are more. You should be allowed to "spring clean up" your yard and not have to deal with items at the end, just haul it away.

Redacted

9/05/2025 09:29 AM

Spring clean up was a lot better in 2024 than it was for 2025.

Redacted

9/05/2025 09:41 AM

How about a fixed date and better notification? If we know it's the first full week of May, there's no confusion when it will occur. Maybe a couple signs, one on 1st, one on Davis?

Redacted

9/05/2025 10:45 AM

A great program offered to the ratepayers that can only get better with time

Redacted

9/05/2025 12:44 PM

If it continues it must be run better. Maybe residents could be allowed to dump for free at the transfer station for a set period of time. that might make it possible to handle the waste that people put out. Needs a good plan

Redacted

9/05/2025 12:50 PM

Get better collectors please , I saw mattresses wrapped nice in plastic like they were supposed to and no one collected them , it was a seniors home too

Optional question (122 response(s), 40 skipped)

Question type: Single Line Question