

Program Details

1. Why is the Town of Oliver adopting a cart program?.

The garbage and recycling industry is pursuing cart programs primarily for efficiency and worker safety reasons.

The Town of Oliver is implementing a cart program for the same reasons as the industry service providers as well as a few other reasons including:

- To update and modernize the method of curbside waste collection.
- To work towards a fair method of collection where the majority of residents needs are met with the base cart program and those that require additional services are able to do so for a reasonable fee.
- Carts are a convenient and sanitary way of storing and moving waste to the curb for collection.
- The use of carts can save residents money by reducing the need to purchase blue bags or brown paper bags for recyclable and yard waste containment.
- The use of carts will improve the street scape aesthetics within our community.
- The use of carts will reduce the amount of litter that is blown from bins and yard waste bags.
- The use of carts will deter pests from accessing garbage as they are durable and fitted with secure lids to limit access.
- To ensure competitive contract bidding in the future. The use of carts clearly defines the scope of work for a collection contractor which eliminates some of the unknowns (risk) during the bid process resulting in accurate competitive bids.

2. How will residents be informed of the new program?

The Town of Oliver will be developing and distributing informational literature on the program. Information will be made available through various media outlets, the Town of Oliver website oliver.ca, direct mailers, and the annual Garbage and Recycle Calendar. The Town staff will also be attending public events to be able to provide information.

3. How much do the new carts cost?

The Contractor will be providing the carts to residents prior to July 1, 2018. If a resident wants to upgrade the base level service to include additional garbage or yard waste collection additional fees will apply.

4. How are the carts paid for?

The carts are paid for from your garbage and recycling fee that is collected on a quarterly basis on the utility bill. In the current year this fee will not be increased due to the automated cart program.

5. How will this affect garbage collection rates?

Fees will be increasing over the years. Currently, the model that Council has implemented will increase the annual garbage and recycling fee by \$5 a year until the end of the current contract starting in year 2019. Also a resident that chooses a larger garbage or yard waste cart will pay more for the increased volume.

6. Accessibility (Residents with Mobility Challenges)

Residents who are mobility impaired, such as relying on the use of a walker or wheelchair, may not be able to participate in the cart program, in these cases, municipalities often offer an exemption program. This allows residents with a doctor's note to put out garbage as they have done in the past. Typically, these residents put a low volume of waste at the curb in a small plastic bag. Residents must fill out an application with a doctor's note to be provided to the municipality. In some cases, conducting a site visit with demonstration carts and letting the resident test the carts will help them in deciding whether they need to be exempt from the program.

The Collection Process

1. What will change with the collection process?

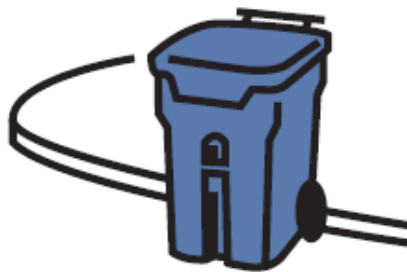
The day of the week for collection for garbage/recycling/yard waste may change.

The new cart program will require residents to place the appropriate carts at the curb at 7:00 am on collection day. Resident education will be produced and distributed prior to the program commencement of **July 1, 2018**.

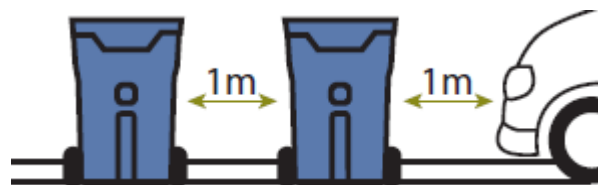
2. How do I place the carts at the curb?

2.1. If you have a Wildlife Interface Cart 0- unclip the wildlife clips.

2.2. Set the carts so they face out towards the street, with the cart wheels placed against the curb or edge of the road.



2.3 Place carts 1 metre away from each other, 1 metre away from any cars and with 3 metres of open space above the closed lid.



3. When can I put the carts out at the curb?

In accordance with the Solid Waste Collection Bylaw, garbage containers can be placed at the curb between the hours of 7:00 am and 7:00 pm. All emptied containers shall be removed from the curb within 18 hours of collection.

In order to ensure your waste is collected, it must be put out at the curb by 7:00 am on the day of collection.

In an effort to deter pests and wildlife, garbage containers should remain in-doors until 7:00 am on the day of your collection. Please refer to the Calendar to determine if your pick-up day for the three collections is Monday or Friday.

4. What are my responsibilities if I have a wildlife resistant cart?

You may upgrade to a wildlife resistant cart for a \$110 one time fee.

In an effort to ensure bears etc. are not habituated to your garbage, we ask that your cart be maintained in-doors until the morning of your collection.

If you have a wildlife resistant cart, it is your responsibility to ensure the wildlife clips are un-clipped for the collector.

Cart Specific Details

1. When will the carts be delivered?

Carts will be delivered prior to July 1, 2018. It is anticipated it will be June, 2018.

2. Do I have to accept all 3 carts?

Garbage and recycle carts must be accepted. The property owner does have a choice to option out of the yard waste cart if they do not require one.

3. What happens if my cart gets damaged?

The carts provided all come with a manufacturer's warranty of 10 years. From time to time, it is expected that carts will be damaged during the normal course of their operation.

If your cart is damaged or fails during normal operation you may contact the contractor, Okanagan Collections at 250-498-4888 to request repair or replacement. This service will be included in your garbage and recycle fee.

A cart that sustains willful damage from the resident will be repaired or replaced at the expense of the property owner.

4. Who owns the carts?

The Contractor will be supplying and maintaining the cart for each resident. The carts will become the property of the Town of Oliver at the end of the contract.

5. What if I move or sell my house – do I take the carts with me?

Each cart is registered by way of a unique RFID to a specific property. Carts are to remain at the property when you relocate.

6. Who is responsible for cleaning my carts?

Depending on how much use your carts they may need to be cleaned from time to time. The home owner is responsible for the periodic cleaning as required.

7. Can I use my own cart that I have purchased?

No, only carts that will be collected at the curb by the Contractor will be the carts as supplied through the Town program. The carts will be consistent in colour and design and will be stamped with the Town of Oliver Logo for identification.

In addition, all supplied carts will be registered to a property by using a RFID technology. This will be read each time a cart is tipped.

8. What do I do with the waste containers I currently own?

The carts you presently own are the responsibility of the owner to repurpose or dispose of.

Options are:

Sell them as the outlining areas, Electoral Area C (Rural Oliver) is not switching to the cart program.

You may also donate them to Salvation Army or local thrift shops.

For one month only from August 1, 2018 to August 31, 2018 owners will be able to take their old garbage containers to Public Works at 5971 Sawmill Road for disposal.

9. What do I do with the waste containers I currently rent?

Contact Waste Connections 250-498-4888 to arrange for pick up of rental carts.

Cart Size Specific

1. What size of carts are included in the base cart program?

The base cart program will include the following:

- Garbage - 1 - 120 litre cart (*approximate size H 37.63" x W 19.13" x D 21.1"*)
- Approximately 35 US Gallons

- Recycle – 1 – 240 litre cart (*approximate size H 43.25" x W 24.5" x D 27.5"*)
- Approximately 65 US Gallons

- Yard Waste – 1 - 240 litre cart (*approximate size H 43.25" x W 24.5" x D 27.5"*)
- Approximately 65 US Gallons

2. How did the Town determine the cart sizes for each resident?

Town staff has researched cart programs that are in place in many BC Municipalities in which best practices for container sizing have been established.

Our curbside collection contractor, Waste Connections has been consulted and provided statistics to confirm the quantities of curbside waste and recycle volumes.

After consideration of the above noted, a base cart program was selected to meet the needs of most residents.

3. How will residents choose which size of cart is best for them?

The base 3 cart program that has been selected by the Town is designed to meet the needs of the majority of residents. Staff will be educating residents as well.

Viewing the carts at the Town Office may assist a resident in deciding which cart is the correct size to meet their needs.

4. What if I want to make a change to my carts?

Residents will have the opportunity to exchange their cart for a different size, and the curbside garbage collection fees will be adjusted according to the size selected. Until July 31, 2018 residents may change their cart sizes with no administration fee. After July 31, 2018 residents will be charged a \$32 administrative fee for all cart change requests.

5. Cart Dimensions.

120L = H(37.63") x W(19.13") x D(21.1")

240L = H(43.25) x W(24.5") x D(27.5")

360L = H(44.5") x W(25.13") x D(34.38")

Yard Waste Specific

1. What if a resident has additional yard waste to dispose of?

There will be unlimited yard waste collection dates, 2 in the spring and 2 in the fall. Refer to the 2018-2019 Calendar for those dates.

2. What can I put into the yard waste cart?

The yard waste cart can be used to contain all of the yard waste materials you have been placing at the curb in the past.

3. Can I place kitchen scraps in my yard waste container?

No, the yard waste container is not meant to contain kitchen organic waste at this time. The Town is working at developing a kitchen waste organics program to be rolled out in the future.

4. Do I still need to use bags to contain my yard waste?

- Yard waste can be placed directly in the cart with **NO** need to be contained in a brown paper bag. This saves you money, does not take unnecessary space in the cart, and results in less paper material in the final composted yard waste.

5. How can I dispose of the additional yard waste that I have in the spring and fall?

The bi-weekly yard waste cart program will be supplemented with the following:

- 2 collections in the fall (typically – 2nd week in November and first week in December) and 2 collections in the spring (March) will be unlimited yard waste collection at the curb. Residents will be able to place additional unlimited amounts of yard waste in craft bags or containers marked "yard waste" as well as bundled prunings at the curb for collection.
- Residents will be advised of the actual above noted dates through various media means well ahead of the date. They will also be identified on the calendar available at the Town Hall or located on our website www.oliver.ca.

Garbage Specific

- 1. What if a resident had additional garbage to dispose of?**
Residents can purchase Tag-a-Bag stickers for \$1.50 per bag. These can be attached to additional bags of garbage.
- 2. What can I put into the garbage waste cart?**
The garbage cart is for the containment of all waste other than yard and garden waste and recyclable materials but does not include hazardous waste, special waste, construction, demolition or land clearing waste.

Recycle Specific

- 1. What can I put into the recycle cart?**
For complete listing of all recyclables visit the Town of Oliver website at www.oliver.ca or Recycle BC at <https://recyclebc.ca/what-can-i-recycle/>.
- 2. Do I still need to use bags to contain my recyclables?**
Recyclables **MUST NOT** be contained in plastic bags within the carts. The current recycle program does not accept plastic bags in the curb side recycling. Plastic bags will be considered as a recycling contaminant.

Optional Services – Upgrades

- 1. What will an upgraded garbage cart cost?**
 - Upsize to 240 litre (65 US Gallon) cart or add a second cart – Additional Fee 70% of current solid waste collection rate of \$60 (70% of \$86)
 - Cart changes made after July 31, 2018 will be subject to a \$32 fee.
- 2. What will an upgraded recycle cart cost?**
 - Upsize to 360 litre (95 US Gallon) cart or add a second 240 litre (65 US Gallon) cart – No additional fees
 - Downsize to 120 litre (35 US Gallon) cart – No reduction of fees or additional fees
 - Maximum 2 recycle carts per property
 - No option to refuse cart
 - Cart changes made after July 31, 2018 will be subject to a \$32 fee.
- 3. What will an upgrade yard waste cart cost?**
 - Upsize to 360 litre (95 US Gallon) cart – Additional Fee \$23.00
 - Add a second 240 litre (65 US Gallon) cart – Additional Fee \$46.00
 - Downsize to 120 litre (35 US Gallon) cart – No reduction in fees
 - Request no cart – No reduction in fees
 - Cart changes made after July 31, 2018 will be subject to a \$32 fee.
- 4. Can I put a bag of garbage, recycle or yard waste out along with my cart?**
Tag-a-Bag System will be offered for those that want to place an additional garbage bag at the curb. The 2018 Tag-a-Bag rate will be \$1.50 per bag. The Tag-a-Bag is not available for yard waste or recycling.