

Approval date: July 3, 2018

Resolution No. 310/2018

## Subject: Residential Automated Waste Collection Service Levels and Standards

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### Goal

To establish service levels and standards for the automated waste collection cart program.

### Scope

This policy outlines the service levels and standards for residential curbside waste collection by way of City supplied carts and Automated Side Load collection equipment.

There are three separate cart collection streams each designated by their own uniquely-colored lid: garbage (black), recyclable materials (blue) and yard and garden waste (green). The service levels and standards include, but are not limited to, collection frequency, configuration of carts at a residence, and placement of carts for collection.

### Policy

Definition - Residential dwelling premises for the purpose of waste collection are defined as an individual Dwelling Unit with individual main access to and from the outdoors located on the ground floor. This includes single family dwellings, single family dwellings with secondary suites, duplexes, triplexes, and four-plexes but does not include stratified buildings or other such buildings to which access to each individual unit is only available via common property.

### Cart Program

All residential dwellings (existing or new) are entitled to a cart configuration equal to or lesser than the Base Program as part of the annual Solid Waste and Recycling Collection Program and associated fees.

The Base Program is defined as:

- 1 x 120 Litre Garbage Cart – Mandatory Participation
- 1 x 240 Litre Recycle Cart – Mandatory Participation
- 1 x 240 Litre Yard Waste Cart – Optional Participation

Property owners can change their cart configuration to suit their waste disposal needs. Changing the quantity and/or volume of carts may increase solid waste collection fees in accordance with the Fees and Charges Bylaw No. 2014-07 Appendix 11 as amended from time to time.

Options for upgrading or downgrading the cart sizes are:

- Garbage
  - 120 Litre cart
  - 240 Litre cart
- Recyclable Material
  - 120 Litre cart
  - 240 Litre cart
  - 360 Litre cart
- Yard and Garden Waste
  - 120 Litre cart
  - 240 Litre cart
  - 360 Litre cart

All carts are available in reasonable quantities, however; increases in volume for garbage and yard waste greater than the base program will result in increased annual fees. Decreases in volume below the base program will not reduce annual solid waste collection fees.

Changes to existing carts will be subject to an administration fee, as noted in Fees and Charges Bylaw No. 2014-07 Appendix 11 as amended from time to time. Cart deliveries and maintenance are carried out by Contractor and City of Penticton staff from time to time. New properties will be supplied the base cart program and will not be subject to administration fees.

Lost, stolen, or damaged carts will be replaced by the City with no charge to the property owner, unless it has been determined that the carts were willfully damaged by the property owner.

All carts are the property of the City of Penticton. When a resident sells the property the carts are to remain at the residence. If the base cart configuration does not exist at the property when a new owner takes possession the base cart program will be implemented at no charge to the new owner.

#### Exceptions to the Cart Program

Residents with mobility challenges can apply in writing to be exempt from the cart program. Once approved the resident will be permitted to use containers suitable to their mobility challenges. Base Program waste volume limitations will still apply.

#### Collection Frequency

Collection for garbage occurs weekly. Collection of recyclable materials occurs bi-weekly, alternating with yard waste collection. Yard waste collection occurs twenty-one times per year, typically commencing in March and ending in December.

Four times per year unlimited yard waste collection events occur, during which time residents can put out an unlimited number of paper bags or containers of yard waste. These events occur twice in the spring and twice in the fall. Additional events may be added as required at the discretion of the Public Works Manager.

The collection contractor will collect all material placed at the curb on the designated collection day. From time to time there may be exceptions due to unforeseen circumstances including extreme weather, construction road closures or mechanical failure. During these unforeseen events the collection contractor will provide the collection on the next day along with the regular designated properties for that day.

### Residential Property Cart Placement

The property owner is required to comply with the following:

- At or before 7:00 am on the day of collection, Carts must be placed at the curb or lane adjacent to the assigned property. Carts must be placed so that the arrows on the lid point towards the traveled portion of the road or lane.
- Carts are to be spaced a minimum of 1 meter (3 feet) apart from other carts, as well as any obstacle such as vehicles or trees.
- Carts cannot be overfilled such that the lid does not close completely. Excess material that is not contained within a cart or which does not have a tag-a-bag sticker affixed to will not be collected.

Failure to comply with cart placement requirements may result in a notice posted on the cart or a missed collection.

A notice is in the form of an educational sticker that is placed on the garbage cart that details the infraction. When a driver places a first-time infraction sticker on a cart, the driver will still collect the material. When drivers report subsequent infractions at the same property, they will notify City of Penticton staff who will then educate the resident as to the importance and purpose of compliance. Repeated failure to adhere to placement requirements after education has been provided may result in residents not having their waste collected.

### Contaminated Materials

Definition – Contaminated Materials are materials that are not accepted in the three waste streams collected (garbage, recycle, yard waste) or materials that are placed into the wrong cart.

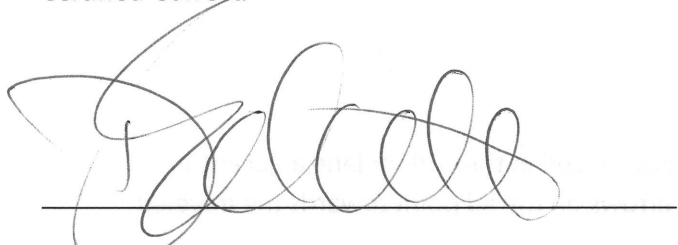
All contaminated material that has been tipped into the waste collection truck will be identified and photographed by the collection contractor and tagged to the RFID associated to the offending cart and property. On a daily basis the contractor will forward the list of offending properties and associated photographs to the City for action. The City will merge the data into a form letter that will be mailed to the offending property to educate them with regards to the contamination and correction of the same.

Contaminated materials identified prior to tipping into the collection truck are to be noted, not collected, and the address and the contaminant details are to be forwarded to the City. City staff will educate the resident on proper disposal methods. When the contaminant is safely removed from the rest of the waste, City staff will notify the collection contractor and the remainder of the waste will be collected.

**Previous revisions**

N/A

Certified Correct:

A handwritten signature in black ink, appearing to read 'Dana Schmidt', is written over a solid horizontal line.

Dana Schmidt, Corporate Officer