

AUTOMATED GARBAGE COLLECTION FAQ'S



What is automated garbage collection?

Automated garbage collection involves standardized wheel carts for each home and collection vehicles that use automated arms to pick up the carts.

Why automation? What is the benefit?

Automated collection reduces the need for manual labour, increases productivity and reduces potential worker injury, while providing a uniformity of containers across the City. It is also an important first step to achieving Council's environmental objectives regarding waste diversion.

When will carts arrive?

Carts will be delivered at the front of dwellings throughout August and September, and can be put to use as soon as you receive them.

Why do I need a standardized cart?

Automated collection requires standardized carts that are designed to work with the mechanical arm, including lids that open and close as they are dumped. Regular cans cannot be picked up by this process.

How big is the cart? Can I change the size?

All customers will receive a 240L cart. This size of cart aligns closely with the current accepted waste volumes. The City is assessing the feasibility of organics diversion and collection in our community, starting in the spring of 2022. Changes to cart sizes will not be considered until that time.

Will the amount of garbage I can put out change?

No, you can still put out the same amount of garbage, however there are two restrictions to note:

- The lid on your cart must close completely.
- The weight must not be more than 100 lbs or the cart may be damaged by overweight loads.

What if I have more garbage than I can fit in the cart?

Additional garbage will still be collected using the tag-a-bag system. Place your tagged bag beside the cart for collection. Bags with no tags will not be collected.

What kind of garbage can I put in the cart? Can I throw loose trash in the cart?

All regular household garbage may be placed inside the cart. You can use any kind of garbage bags in a variety of sizes from small to large. Waste must be bagged and tied. This will prevent garbage from becoming airborne as well as help keep your cart cleaner. Anything that is placed inside the cart must be able to fall freely when dumped. Please ensure that you do not stuff the cart tight with garbage.

Bin or garbage collection concerns? Contact Waste Connections of Canada

Phone: 250-275-0570 | wasteconnectionsCanada.com

Where and how do I place the new cart for collection?

Your cart will have an information pamphlet attached to it upon delivery. Please read the material for additional information on how to use it with automated collection (such as placement of the cart).

How will I keep track of which collection cart is mine?

The collection carts will be inventoried and each one assigned to an address. The carts are RFID tagged so the waste collection contractor can determine where a cart belongs. If a cart is found or mixed up, it can be returned to the correct address. The carts are owned by the City and will be provided to each residence. It will be the resident's responsibility to keep the cart clean and in good condition.

What if I move? Do I bring the cart with me?

No, the carts are the property of the City and remain at the residence for the Vernon curbside collection program.

If I have a suite, will my tenant receive a cart?

If you have a legally registered suite, a cart will be supplied. Additional garbage will still be collected using the tag-a-bag system. Place your tagged bag beside the cart for collection. Bags with no tags will not be collected.

What if my cart breaks?

The collection carts are designed to withstand all seasons, including cold winter temperatures. In the event that your cart is damaged, please contact the collection provider for repair or replacement to be arranged. Any associated fee would be reviewed on a case-by-case basis, depending upon the cause of the damage.

What is the cost if my cart is damaged, lost or stolen?

The circumstances will be reviewed by a City Manager or designate and the replacement cost for carts will be identified in the Fees and Charges Bylaw #3909.

Will my pick-up schedule or location change? Or will I set out my new cart in the same place as I currently put my garbage?

Automated collection may require adjustments to pick-up schedule and/or pick-up location to curbside. The collection routes have been reviewed and revised as necessary to maximize the efficiency of the automated collection system. If your collection schedule or location changes, you will be notified and provided direction from the City's waste collection contractor.

Please ensure there is 1 meter (just over 3 feet) clearance around the cart and that the front of the cart is facing the road (wheel side of the cart toward the house).

Can the new automated truck work in an alley or laneway?

Alleys and laneways have been assessed to ensure they support automation. Dead end and narrow lanes or lanes with overhead objects (such as trees and lines) can limit the use of the automated collection arm. If your alley or laneway does not support automation you will receive notification and direction from the City's waste collection contractor.

Can the new automated truck work on a hill?

Yes, the automated garbage truck will work on the hills and terrain within the City of Vernon.

What do I do with my old garbage container?

The City is encouraging residents to reuse/repurpose old containers for other uses (i.e., rain barrels or storage containers).

Will Refuse Bylaw #3148 change?

Yes, we are currently working on a revision to Bylaw #3148 to align with automated residential garbage collection.

What if I have more questions?

Check back to the City's website at vernon.ca/residentialgarbage for the most current and up-to-date information related to automation, or call Waste Connections of Canada at **250-275-0570**.

