



## Curbside Cart Service Frequently Asked Questions

As of July 1, 2018, Summerland households that receive curbside collection will have services via carts rather than bags.

In June, a set of three carts will be delivered to households that receive curbside collection to be used for the automated collection of garbage, recycling, and yard waste. The base set includes: 120L garbage, 240L Recycling, 240L Yard Waste.

Options will be available to increase or decrease the cart sizes following a 3 month trial period (July 1-September 30) during which households must use the provided set of carts. From October 1-December 31, residents may change the sizes of any number of carts, one time, without paying the switch-out administration fee. Any changes requested after the 3 month exchange period will be subject to an administration fee, except for new home owners / tenants who will be allowed to revert to the base set at no cost.

Samples of the carts are on display at Municipal Hall and at the Summerland Arena for residents to view and try out. Some residents may have concerns regarding their ability to handle the carts - come to Municipal Hall or the Arena to see the various sizes and how easy they are to move!

Council is committed to providing as much assistance as possible to make the transition to carts easy and straight-forward. Residents with questions regarding a unique situation with their specific property or circumstance will be handled one-on-one by District staff – email [carts@summerland.ca](mailto:carts@summerland.ca) or call 250.486.3765 to discuss what options are available.

**Q: When does the program start?**

A: Bins will be delivered in June, and service starts July 1, 2018.

**Q: Why is Summerland moving to a cart program?**

A: Carts provide several benefits, including increased safety of workers, faster and therefore less expensive and less polluting pickups, and ease of use for customers (wheels). Further, RecycleBC will stop allowing blue bags in 2020, and carts are a more cost effective and environmentally friendly solution than other options.

**Q: We live in a complex/townhouse/strata/apartment/condo where the garbage is hauled away by a private contractor, but Summerland picks up the recycling and we don't have yard waste service, how will the cart system affect us?**

A: Each multi-family unit complex will be handled on a case-by-case basis. Please email [carts@summerland.ca](mailto:carts@summerland.ca) or call 250.486.3765 with your address so we can discuss the details with you.

**Q: How does the Curbside Cart Collection program work?**

A: An automated arm on the collection trucks grabs each cart and empties it into the truck. This system requires the use of specially designed, wheeled carts, meaning residents will sort their



materials into one of three carts— the green yard waste cart, the blue recycling cart, and the black garbage cart.

Each week, you will put out two of the three carts for collection according to the collection schedule.

You are responsible for storing the carts and having them at the street by 7 a.m. on collection day.

**Q: Can I opt out of the program?**

A: No. As with the existing garbage, recycling, and yard waste curbside collection service, all households must participate.

**Q: I don't generate a lot of waste, is there an option for me?**

A: Options to downsize the carts will be available. You may also choose to not have the yard waste cart on your property, although there will not be a change to the monthly service fee.

**Q: Is there a cost for the carts?**

A: The base set of carts are part of the District's new collection service agreement, and their cost is covered in your monthly service fee. Changes to the cart sizes will incur an administration fee (waived until Dec 31, 2018) and there will be a large-cart fee for increases to garbage or yard waste carts (recycling can be upsized free).

**Q: If I have a suite, will I get two sets of carts?**

A: Each utility account will be issued a set of carts: 120L garbage, 240L recycling, 240L yard waste.

**Q: Where am I to store the carts?**

A: Each household will decide this for themselves, but we recommend storing them outside in a location where they can easily be moved to the street on collection day. Properties with long driveways may choose to leave the carts at the end of the driveway and simply bring their materials to the carts on their collection day.

All residents should follow BearSmart storage principles:

1. Put your trash out the morning of trash collection only, never the night before; and
2. Store trash in a secure location where bears cannot access it during the week.

If you have concerns and want to try the carts out early, email [carts@summerland.ca](mailto:carts@summerland.ca) to arrange a home visit.

**Q: Do I take the carts with me when I move?**

A: No. Each cart has an ID tag that is matched to the household's address.



**Q: If I move and don't like the cart sizes at my new residence, what options do I have?**

A: Options to switch back to the base set will be available, as will options to upsize/downsize the carts.

**Q: Will there be changes as to what can be recycled?**

A: No, the materials in each stream will remain exactly the same as the current collection program. Recyclable items such as glass, styrofoam, plastic bags and overwrap, electronics, and household hazardous waste must continue to be taken to the landfill depot for recycling (not placed in the blue cart).

**Q: Can I put leftover food scraps in my Yard Waste bin?**

A: No. Kitchen waste is not a separated stream under our current collection, nor will it be in the new cart system. Without a compost facility, there is simply no economic way to handle this material on a large scale at this time.

**Q: Does shredded paper need to be bagged in the carts?**

A: Yes. Just as with the current system, shredded paper should be contained in its own clear plastic bag to ensure it does not mix with the other recyclables.

**Q: Do I need to use bags anymore?**

A: Garbage must be kept in bags (small white bags are recommended but all bag types are accepted). Recycling must be loose (no bags, other than shredded paper – see above). Yard waste must be loose (no bags or string).

**Q: Are there weight restrictions as to what can be put in the carts?**

A: No; however, the carts cannot be overfilled (the lids must be able to close) and the materials must be loose enough to easily fall out when the cart is tipped.

**Q: Will the carts be large enough to hold all my items?**

A: A 'base' set of carts will be delivered to each household that currently receives curbside collection – 120L garbage, 240L recycling, 240L yard waste.

A 120L cart holds approximately two regular size (black) garbage bags (or 3-4 small white bags) of material. The 240L carts hold approximately three to four regular size garbage bags of material. A 360L cart hold approximately five to six regular size garbage bags of material.

All three carts are available in 120L, 240L, and 360L. Please note that recycling and yard waste must be placed loosely into the bins (no bags, except shredded paper which must be tied in a clear bag).



**Q: Will there be unlimited Yard Waste?**

A: There will not be unlimited yard and garden waste collection with the automated cart program. Several options will be available, including: upsizing your cart; purchasing tag-a-bags (\$2.50 each) for additional customer-supplied containers (paper bags OR bins up to 95L – up to 25kg each, or customer-owned carts) of yard waste; and dropping up to 500kg of extra material at the landfill depot at no charge.

Residents can also 'hold back' material until the next pickup (every 2 weeks from March through November), are also encouraged to compost their yard waste, leave grass clippings on the lawn, and/or seek out gardening clubs who may want their leaves. These methods return nutrients to the soil, and reduce the amount of water and fertilizer use in our community!

**Q: What do I do with the rest of my items if my carts are full?**

A: You can upsize your cart(s), purchase tag-a-bags for extra garbage or yard waste (\$2.50 each), and bring extra material to the landfill depot (no charge for recycling or 0-500kg of yard waste).

Residents are also encouraged to compost their yard waste, leave grass clippings on the lawn, and/or seek out gardening clubs who may want their leaves.

**Q: What kinds of containers can I use for extra materials I want to put out as tag-a-bag? Can I use my own carts that I purchased privately?**

A: Customer supplied containers can be:

- plastic bags with a volume capacity of 95L or less and no heavier than 25kg (for garbage only)
- a bundle of flattened cardboard no larger than 78cm x 78cm x 15 cm in size, securely bundled with string or twine
- a bundle of tree trimmings or prunings cut to a maximum of 1m in length with a maximum weight of 25kg, securely bundled with string or twine
- a rigid plastic or galvanized metal can with a volume capacity of 95L or less and no heavier than 25kg
- cart-type unit with wheels capable of being lifted by the Contractor's collection vehicle
- reinforced paper bag ('kraft bag') with volume capacity of 110L or less (for yard waste only)

**Q: I am a senior (or I am disabled) and am concerned I won't be able to maneuver the carts to the curb, is there help?**

A: Options for these cases will be discussed on a case-by-case basis. Please contact [carts@summerland.ca](mailto:carts@summerland.ca) or 250.486.3765 so we can help find the best solution for your individual circumstance.



**Q: I have an long driveway and feel it is unrealistic for me to wheel the carts up and down to the road. What should I do?**

**A:** You may choose to leave the carts at the base of your driveway (on your property) during the week, and simply move them onto the street on collection day. Many residents in other rural communities with carts choose this option.

Essentially you will do the same thing as now, except when you bring your materials to the curb, you put them into the carts rather than leaving bags. The only exception is recycling must be placed loose into the cart, as such, most residents continue to use bags (or a bin or box or mesh bag) but rather than tying them off and placing them in the cart, they simply dump the materials into the cart and reuse the bag.

**Q: How do we find out more information?**

**A:** Email [carts@summerland.ca](mailto:carts@summerland.ca) or call 250.486.3765

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**The District will strive to keep you as updated as possible throughout the transition to the Cart program.**