

1 Service Overview – Garbage and Recyclables Collection

The RDKS is pursuing the implementation of curbside garbage and recyclables collection in the Greater Terrace Area (GTA). The intent is to provide weekly collection of garbage and biweekly collection of recyclables (consisting of printed paper and packaging). In the future, the RDKS may consider expanding the collection service to include food scraps, yard trimmings, and materials covered by a range of extended producer responsibility (EPR) programs such as electronics, dry cell batteries, light bulbs and small appliances.

Garbage collection service will include removal of one container (maximum size of 121 litres and 23 kg) of garbage each week. Additional garbage may be self-hauled to the Thornhill Landfill (and in the future, to the Thornhill Transfer station), or it may be set out for collection if an additional user fee has been paid (see Sections 3 and 11 for details).

Recyclables collection service will include removal of an unlimited amount of a specified list of recyclable materials from residential sources every other week. Recyclables must also be bagged and placed in a specially marked container (also of a maximum size of 121 litres and 23 kg). The final list of materials is still under negotiation with the facility that will be receiving and marketing the materials, although a preliminary list is provided in Section 5.

2 Service Area and Eligible Dwellings

The general service area is the Greater Terrace Area, excluding the City of Terrace (see map).

The service is mandatory for residential premises with fewer than 5 units in a building, which are accessed via roadways that are maintained by the Ministry of Transportation and Infrastructure, including manufactured homes on individual lots, and manufactured homes in manufactured home parks.

The type of service provided to **non-permanent residences** (including vacant land used by recreational vehicles) will be determined by the Board, considering the input from consultation with stakeholders and residents of the service area. The proposed option is for owners of those residences to pay a reduced annual fee, and to pay a user fee for every container of garbage that is set out. This option may also be made available in the future to households who generate a small amount of garbage.

The type of service provided to **households with secondary dwellings** will also be determined by the Board, considering input from consultation with stakeholders and residents of the service area. The proposed option is for secondary dwellings not to be counted as separate dwellings; owners of residences with secondary dwellings will pay a standard fee and will not be given an additional container allowance for garbage. If the combined amount of garbage generated by the primary and secondary dwellings exceeds the standard allowance of one container of garbage per week, the owner of the dwelling can pay a user fee each time additional capacity is needed to cover the cost of collecting additional garbage (see Section 3 for details).

No collection service will be provided to multi-family dwellings (those with 5 or more units) under the RDKS contract. Managers/owners of those buildings are responsible for making their own arrangements for waste disposal.

The RDKS and the Contractor will work together to identify any premises that cannot be serviced because of difficult access. The owners/occupiers of those premises will need to make their own arrangements for disposal. The list of excluded properties will be reviewed jointly by the RDKS and Contractor on an annual basis. Excluded properties will be removed from the RDKS's billing list.

3 Service Details

Collection of both garbage and recyclables will be manual.

Residents will supply their own garbage container(s). All garbage must be bagged AND enclosed in sturdy, sealable, reusable containers. Each container must be no more than 121 litres and 23 kg (50 lbs) when full. Garbage bags alone are NOT acceptable. Container lids must securely attach to the container without the use of bungee cords, ropes, straps, string or other such devices.

Each serviced dwelling is limited to the collection of one (1) container of garbage per week. For residents who require additional disposal capacity, a “tag-a-bag” system will provide a convenient way to manage excess garbage. The RDKS will sell pre-printed stickers (the “tags”) that can be attached to the top bag in each container in excess of one container. The tag will inform the contractor that the extra garbage has been paid for and can be collected. Any containers with bag tags must meet the same size and weight restrictions as the first container. See section 11 for more details on the tag-a-bag system. A maximum of 5 garbage containers will be collected by the Contractor from each household each week (one standard container and up to four containers with bag tags).

Residents will also supply their own container(s) for recyclables. Recyclables must also be bagged and enclosed in sturdy, sealable, reusable containers. The bags used for recyclables should be translucent or clear, allowing the contractor to view the contents. Containers used for recyclables must be clearly labelled to distinguish them from garbage containers. The RDKS will provide stickers to label containers for recyclables. Each serviced dwelling may set out an unlimited quantity of residential recyclables every two weeks. Each container must be no more than 121 litres and 23 kg (50 lbs) when full. Bags alone are NOT acceptable for the storage of recyclables. Container lids must securely attach to the container without the use of bungee cords, ropes, straps, string or other such devices.

4 Transition to RDKS Service

The RDKS is aware that some households in the Service Area have existing contracts for garbage and recyclables collection. The RDKS intends to grant those households a “grace period” to terminate their existing collection contracts before they are charged for the mandatory service. The intention is to help residents with existing contracts avoid cancellation penalties and paying for two forms of service at the same time. The specifics of the **transition plan** will be determined in consultation with stakeholders and

residents of the service area to ensure that the majority of households are adequately addressed. The proposed plan is for households to be allowed to submit proof of an existing contract for garbage or recyclables collection to the RDKS until September 2, 2014. Upon presentation of acceptable proof (such as a copy of the collection contract), the charge for service will be waived until December 31, 2014. Standard fees will be charged beginning January 1, 2015, regardless of whether or not the previous contract has been terminated.

If some households remain adversely affected despite this transition plan being in place, the RDKS will consult further with those households.

5 Materials to be Collected

Garbage means discarded matter, and includes refuse, waste, noxious, offensive and unwholesome materials. The following types of materials will not be collected under the curbside garbage collection contract:

- (a) recyclables covered by an approved Product Stewardship plan pursuant to the Recycling Regulation;
- (b) any material that has been banned from the Designated Disposal Facility by a Bylaw of the Regional District;
- (c) any material which will become or is reasonably likely to become frozen to the container and incapable of being easily removed;
- (d) hot ashes, any waste material capable of starting fires, and highly flammable material;
- (e) explosive or highly combustible materials;
- (f) liquid wastes, including raw sewage or septic tank sludge;
- (g) biomedical and hazardous wastes, as defined by the Hazardous Waste Regulation;
- (h) industrial, manufacturing or trade waste, including any abandoned, condemned or rejected product or waste material, and stock of any wholesale or retail merchant;
- (i) sod, earth, rocks, tree trunks and branches greater than 3" or 75mm in diameter;
- (j) live creatures, carcasses or parts thereof, or any dog, cat, fowl, fish, or any other creature (with the exception of normal kitchen waste);
- (k) hay, straw and manure;
- (l) discarded vehicle parts, and accessories from automotive service stations or other automotive establishments;
- (m) tires used for automobiles, trucks, trailers, motorcycles, bicycles, or any other mechanized equipment;

- (n) major appliances, large household furnishings and other bulky household wastes;
- (o) oversized items of any kind exceeding two (2) feet in any dimension
- (p) construction or demolition debris, except small quantities that fit in the primary container.

Containers that do not meet the Regional District's size and weight limits (including extra garbage containers without valid tags) will also be left uncollected at the curb in an upright position with an explanatory sticker attached.

The curbside collection program will collect recyclables consistent with those collected by programs that are affiliated with the extended producer responsibility program for packaging and printed paper that is administered by Multi-Material British Columbia. This consists of:

- (a) Printed paper
 - (i) Newspapers, inserts and flyers, magazines and catalogues
 - (ii) Telephone books and other directories
 - (iii) Writing and home office paper, paper envelopes, and notepads
 - (iv) Paper gift wrap and greeting cards
- (b) Paper Packaging
 - (i) Corrugated cardboard boxes
 - (ii) Cardboard and boxboard boxes and moulded boxboard packaging
 - (iii) Paper bags
 - (iv) Paper cups
 - (v) Gable top containers (e.g. milk cartons)
 - (vi) Aseptic boxes (i.e. TetraPaks), excluding those for juice
 - (vii) Frozen dessert boxes
- (c) Rigid plastic containers (all resin codes)
- (d) Aluminum containers
- (e) Steel containers

This list is subject to confirmation from the recyclables processor. Plastic foam packaging, plastic bags and overwrap and glass are not accepted in the recyclables curbside collection program.

6 Frequency of Collection

Garbage will be collected from each household once per week. Recyclables will be collected from each household every other week. The collection schedule is to be confirmed with the contractor. Collection will occur on the same day of the week each week. When a statutory holiday falls on a regularly scheduled collection day, regularly scheduled collection will occur on the next working day following the statutory holiday, leaving the remainder of the schedule for that week unchanged and with no impact to the schedule for subsequent weeks.

7 Collection Container Placement & Timing of Collection

Owners/occupiers of serviced households will be asked to place their containers out by 8:00 a.m. on the designated collection day, but no earlier than 10:00 p.m. on the day before collection day. Containers will need to be placed in full view, at ground level and within 2m of the travelled portion of the roadway serving the premises, without obstructing vehicle or pedestrian traffic. Where local conditions mean it is impracticable for households to place containers in such a location, the RDKS may designate an alternate location, such as the driveway of the property. During times of snow accumulation, containers may be placed adjacent to the ploughed portion of the roadway.

Collection will occur between the hours of 8:00 a.m. and 5:00 p.m. After garbage and recyclables have been collected, the Contractor shall replace all containers in approximately the same position in which they were located prior to collection, and in no case shall they be replaced on the travelled portion of the road.

Empty containers and uncollected garbage and recyclables must be removed from the collection point no later than 10:00 p.m. on the collection day.

No collection vehicle or contractor will enter privately-owned land for the collection of garbage or recyclables, except to service manufactured homes located in manufactured home parks.

8 Disposal and Processing

The contractor will deliver the garbage to the Thornhill Landfill until the Forceman Ridge Landfill opens, at which point the garbage delivery location will transition to the Forceman Ridge Landfill. It is estimated that this transition will occur in 2016.

The contractor will not be required to pay tipping fees at the Regional District's disposal facilities. The Regional District will record the weight of the incoming vehicles and use this information for planning and tracking purposes.

The contractor will deliver recyclables to a contracted processor. The contractor will not be required to pay tipping fees at the processor's facility; the fee for processing the recyclables will be billed directly to the RDKS. The processor will record the weight of the incoming vehicles and use this information for billing and tracking purposes. This information will be supplied to the RDKS to allow for monitoring the success of the program and planning for service improvements.

9 Promotion, Education and Advertising

The RDKS will be responsible for promotion, education and advertising associated with the ongoing operation of the curbside collection program.

Promotion and education regarding the new service will be the responsibility of the RDKS. The RDKS may make use of a variety of means to spread information about the service and how to use it correctly, such as brochures, information online, and a smart phone app. The outreach mechanisms will be confirmed during the summer of 2014 after engaging stakeholders and service area residents on this topic.

Once the program is well established, the contractor will be responsible for using “oops” stickers, as supplied by the RDKS. These stickers will be applied to bags of garbage and recyclables that do not meet the criteria for collection (e.g. too heavy, garbage not bagged, recyclables contain unacceptable materials).

Advertisements and notifications to Regional District residents regarding statutory holidays and any changes in the method of pickup initiated by the Regional District will be handled by the Regional District at its cost. Advertisements and notifications regarding major operational changes such as route changes or changes in hours of pickup that are requested by the Contractor after commencement of the contract, are to be approved and carried out by the Regional District, but must be paid for by the Contractor.

10 Customer Service & Reporting

For the first 2-3 months (until phone calls drop to a predetermined frequency), the RDKS will be the first point of contact for residents who have questions or concerns about the new collection service.

Once the service is established, the Contractor will be the first point for contact for residents who need to log a complaint, make a service request, or make enquiries. The Contractor will provide a local telephone number where staff can be reached between the hours of 7:00 a.m. and 5:00 p.m., Monday through Friday. Outside those hours, the Contractor must provide a means for customers to leave messages.

Complaints that cannot be resolved within 24 hours (on working days) shall be referred to the Regional District. The Regional District may take corrective actions to resolve the issue.

The Contractor is required to keep a log of complaints and enquiries, along with the action taken to address the problem. This log is to be submitted to the Regional District at the end of each month.

The Contractor will report all incidents involving residents or property damage to the Regional District as soon as reasonably possible, and in any event, no later than by the end of the working day. Reporting is to be submitted electronically on the form provided by the Regional District.

11 Cost Recovery

The RDKS will manage the recovery of costs associated with this service. The exact amount to be recovered is yet to be confirmed. The costs will be recovered through a utility bill. The utility bill will cover the RDKS's costs for program administration, communication, insurance, the collection contracts, and the fees payable to the contractor for processing and marketing the recyclables. This amount is expected to be in the range of \$200 per household per year.

To cover occasions when a household needs to put out more than the weekly limit of garbage, the RDKS will sell "bag tags" that can be attached to the excess garbage. The tags will initially be sold at the main RDKS office and at other RDKS facilities, such as the Thornhill landfill and the Thornhill Dog Control office. Bag tags will be sold in sheets of 10, and will not expire. The cost of each tag will be about \$2.00, which is roughly equivalent to the cost of collecting one container per week, plus a small allowance for administration. Note that the City of Terrace also has a bag tag program, and that tags sold through this program will not be valid in the RDKS program. An opportunity exists to harmonize the costs of the bag tags in the two programs.

Excess garbage may also be self-hauled to the Thornhill Landfill in the short term and to the Thornhill Transfer Station in the longer term. Standard disposal charges will apply for self-hauled garbage.

As an unlimited quantity of recyclables can be set out each collection day, there is no equivalent to the tag-a-bag program or self-hauling for recyclables.

12 Evolution of Curbside Recycling

Collection of recyclable packaging and printed paper (PPP) from residents of British Columbia is now funded by an extended producer responsibility (EPR) program. Producers of PPP are responsible for paying for collection and processing of PPP into new products. Many communities are receiving funding for curbside collection programs, and collected materials are eligible for drop off at designated processing facilities for no cost to the local government. The Greater Terrace Area is not currently eligible for funding for curbside collection or free processing. However, the RDKS is continuing to work with the industry organization that runs the program to be admitted into the program.

While the RDKS waits to be included in the EPR program for PPP, the RDKS has made arrangements to start its own curbside recycling program. The recycling service is consistent with the EPR program to allow for smoother integration in the medium to long term.

Some of the specifics of the recycling collection program have yet to be established. Discussions with the processor of the recyclable materials will help to define the type of container to be used (single use bags, resident-supplied reusable containers, or RDKS-supplied reusable containers) and the specific types of PPP that can be accepted (all materials covered by the EPR program for PPP, or a subset of the most marketable materials). At this time, the RDKS anticipates that materials will be collected every other week, using a manual collection system, and in a single stream (all materials together)

The RDKS is also investigating options for a facility that would process food scraps and yard trimmings into a useable product. If this facility is constructed, the RDKS would pursue curbside collection of food scraps and yard trimmings, potentially in conjunction with a decrease in the frequency of garbage collection.

In order to make recycling even more convenient to residents and to reduce the toxicity of the waste disposed at Forceman Ridge Landfill, the RDKS is also considering options for occasional collection of other materials covered by EPR programs, such as electronics, dry cell batteries, light bulbs and small appliances.