

# AUTOMATED CURBSIDE CART COLLECTION GUIDE

**NEW** AUTOMATED CART COLLECTION PROGRAM  
BEGINS **JANUARY 2024**

PLEASE  
wait until your  
first collection day  
in January 2024  
to use your  
new carts.



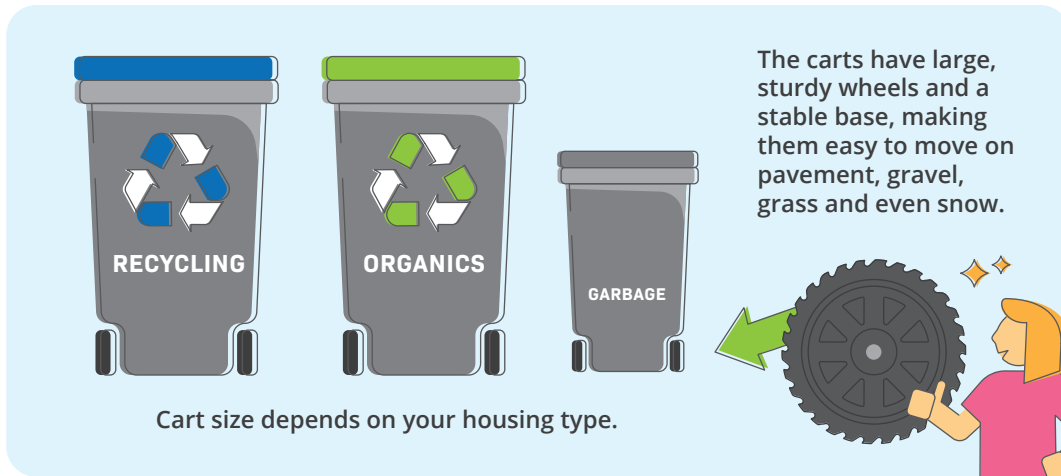
CITY OF  
**COURTENAY**

# New In 2024! Automated Collection Program.

Each household with City curbside collection service is receiving three wheeled carts - one for **garbage**, one for **organics**, and one for **recycling**.



**Garbage collection will change to biweekly (every other week).** Organics collection will remain weekly. Recycling collection will remain biweekly and will alternate with garbage collection.



	RECYCLING	ORGANICS	GARBAGE
Single residential dwelling or duplex unit	360 L	360 L	120 L
Secondary suites or secondary residences (i.e. Carriage house)	240 L	120 L	
Townhouses, row housing, mobile home in a mobile home park, fourplex			

All garbage, recycling and organics must be placed inside the correct cart. On collection day, the lids must be completely closed. If carts are overflowing or have materials placed on top of the lids, they will not be collected.

Every effort was made to provide the optimal cart sizing based on property type and collection data from across the community. Residents are asked to use the carts for all four seasons before considering any cart size changes.

All carts are equipped with a Radio Frequency Identification (RFID) tag and a unique serial number linked to the assigned property. All collection trucks are equipped with a RFID reader and an onboard computer to track collection for each household and monitor for contamination.

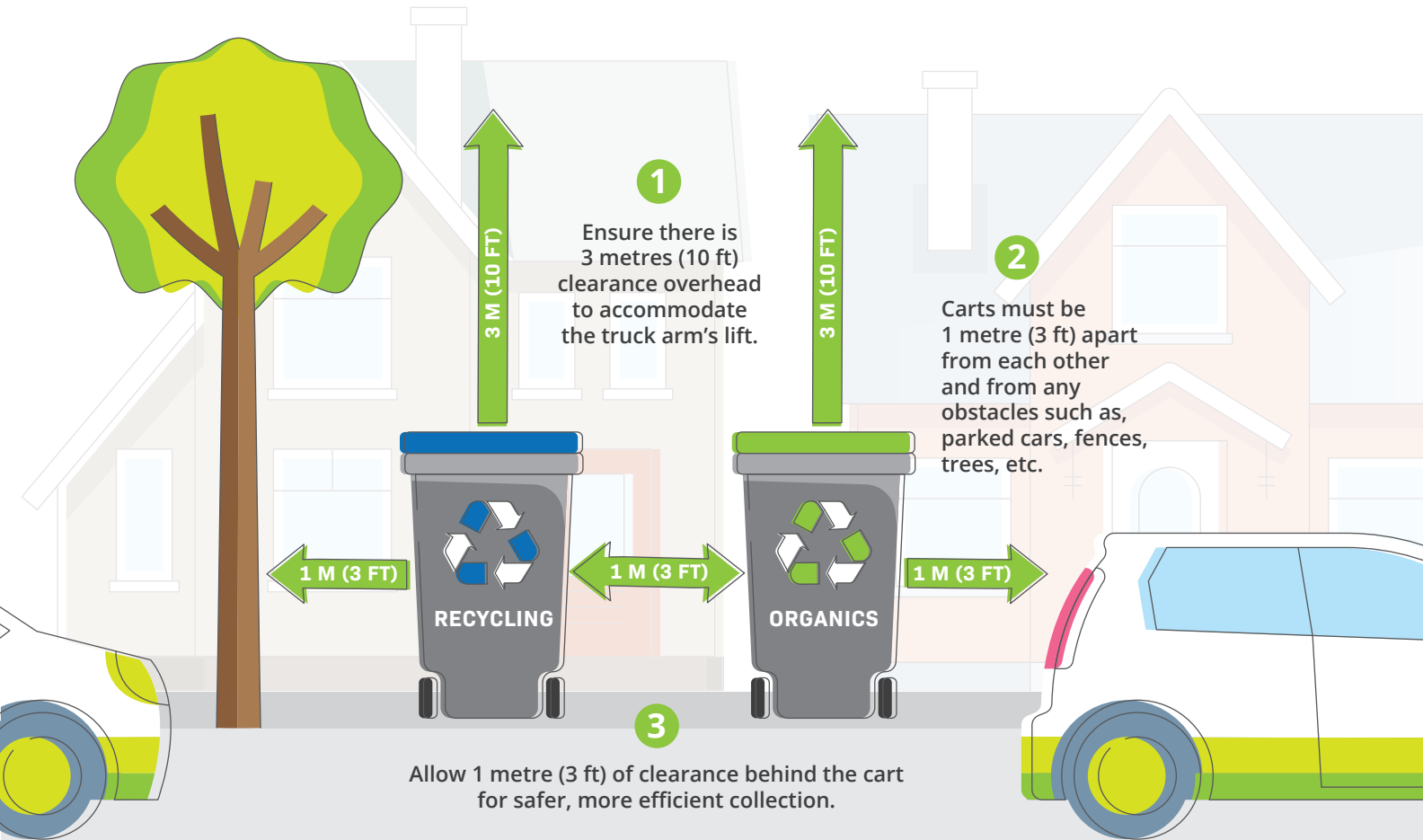
Only carts provided by the City are compatible with the new automated curbside collection service trucks.

The carts can be stored where you currently keep your garbage, recycling and organics bins – in the garage, backyard, outdoor storage unit, side of your home or front yard – as long as it's within your property boundary. The carts cannot be stored on a road or sidewalk.



**Garbage collection will change to biweekly (every other week).**  
Carts are assigned to each household and stay with the property, even if you move.

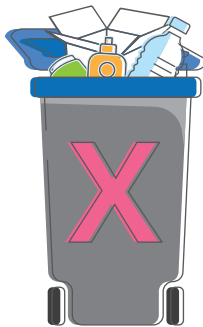
# Setting Out The Carts For Collection.



Place the **new wheeled carts** out for collection on your **first collection day** on or after **January 2, 2024**.



**4** Point the arrows on the cart lids towards the street with handles towards your house.



**5** Ensure lids can fully close and waste is not packed too tightly in the cart.



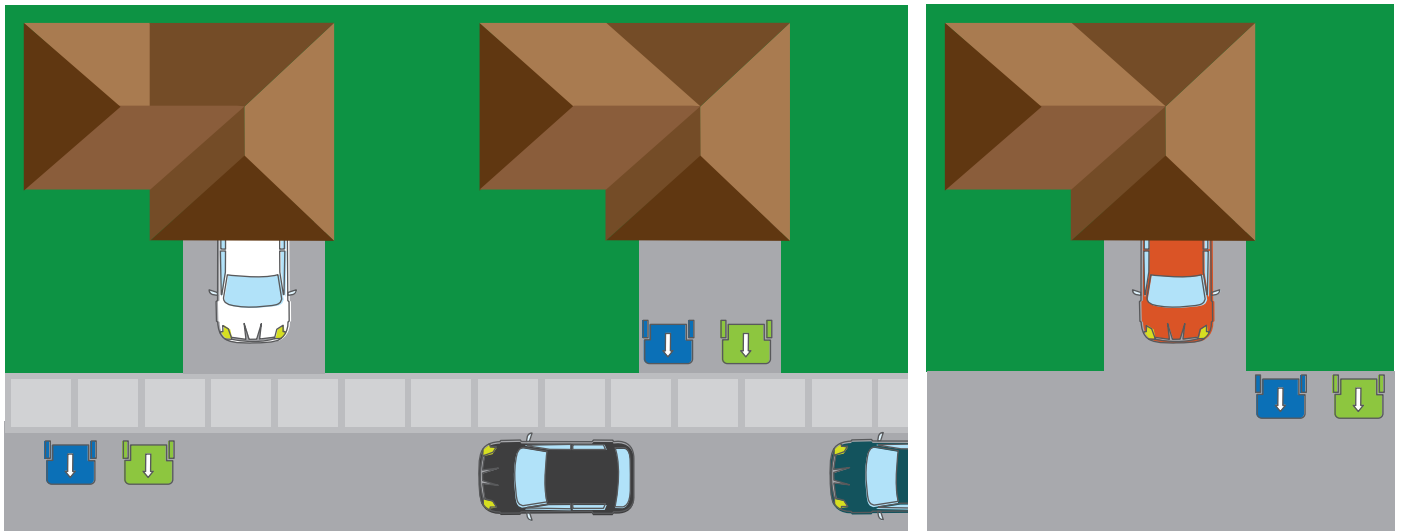
**6** Carts must not obstruct sidewalks, bike lanes or the flow of traffic.



Set carts out for collection by 8 am on your collection day. Please do not place carts out the night before collection.

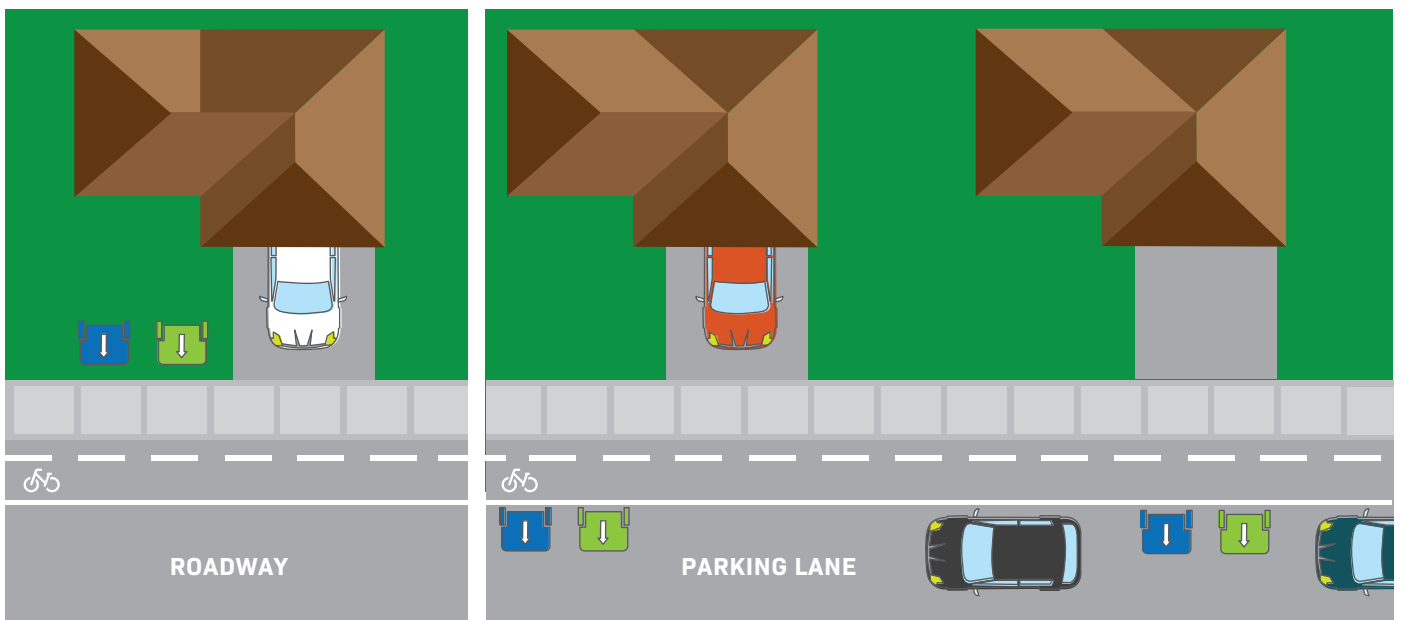
# Setting Out The Carts For Collection.

## Street Collection **with no marked bike lanes.**



- Place carts on the street with wheels against the curb.
- For steep-sloped driveways, set carts out on the street against the curb.
- Alternatively, if obstructed by parked cars, carts can be placed on the driveway if within 3.5 m (12 ft) of the roadway.

## Street Collection **with bike lanes & parking lanes.**



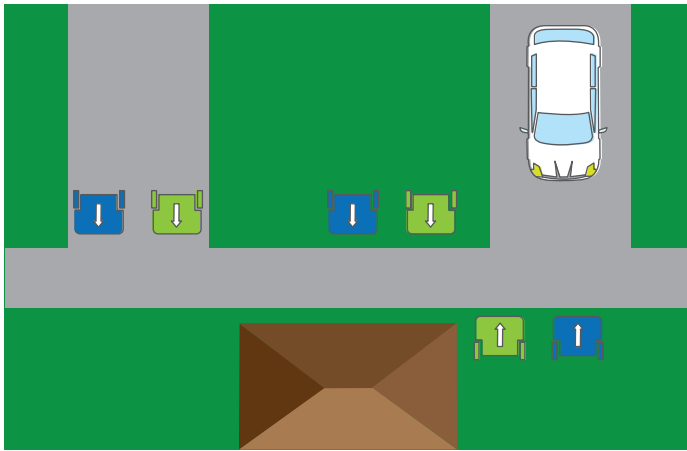
- In areas with no parking lane, carts should be placed behind the sidewalk.
- In areas with a parking lane, carts should be placed in the parking lane for collection.
- Alternatively, if obstructed by parked cars, carts can be placed on the driveway if within 3.5m (12 ft) of the roadway, otherwise carts can be placed in the parking lane as shown.
- Place carts on the property receiving collection in a less sloped area away from obstacles like fences and parked cars.
- Truck arm has a reach of 3.5 meters (12 ft).



If you are unsure of where to place your cart for collection, please contact **Courtenay Public Works** by phone at **250-338-1525** or email **publicworks@courtenay.ca**

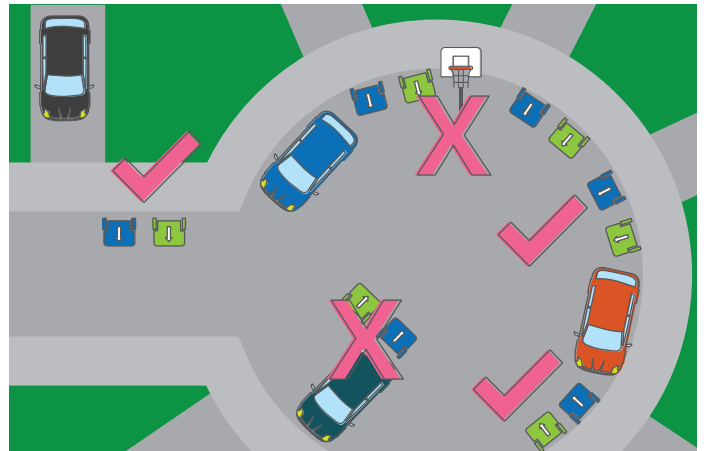
# Setting Out The Carts For Collection.

## Laneway Collection.



- Set carts on a less sloped area within reach of the truck arm.
- Narrow laneways where space is limited, ensure your cart is as close to the lane as possible.

## Cul-de-sacs.



- Cul-de-sacs can be challenging for collection due to limited space.
- Park vehicles inside the garage or in the driveway on collection day, and move other obstacles like basketball hoops and hockey nets off the street at least 1-metre away from where the carts are placed.
- City bylaws require parallel parking in cul-de-sacs.

## Snow Event.



- When shovelling, clear a flat spot adjacent to the end of your driveway for your carts.
- Alternatively, carts can be placed on a cleared driveway if within 3.5 m (12 ft) of the roadway.
- Don't place carts behind or on top of snowbanks.
- Inclement weather or poor road conditions may result in the cancellation of collection services, download the Courtenay Collects mobile app to receive alerts specific to your collection zone.

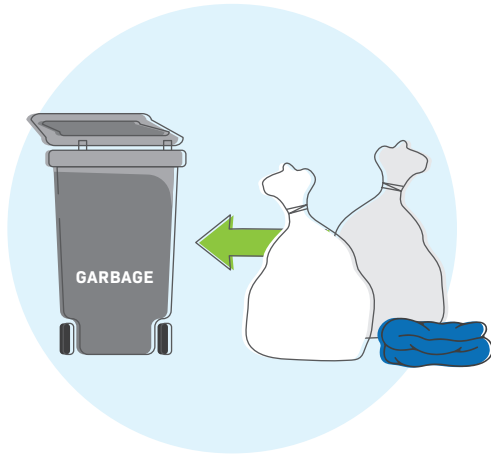


If you are unsure of where to place your cart for collection, please contact Courtenay Public Works by phone at 250-338-1525 or email [publicworks@courtenay.ca](mailto:publicworks@courtenay.ca)



Download The Free App.

## Cart Tips.



### Garbage Cart:

- ✓ Items can be placed bagged or loose in the cart.
- ✓ Please bag any personal hygiene waste.



### Organics Cart:

- ✓ Please put out your materials every week even if it's a small amount.
- ✓ Put both food and yard waste in the organics cart.
- ✓ If you choose to line your organics cart, use paper such as a yard waste bag, newspaper, or soiled pizza box. (Compostable and biodegradable plastics are not accepted).
- ✓ Make food waste less wet by straining out liquids from soups or sauces before placing them in the cart.
- ✓ Wrap wet food waste in paper to stop it from sticking to the cart.
- ✓ Pre-freeze food waste before placing it in the cart to reduce odour.
- ✓ Keep the lid closed to avoid wildlife interactions.
- ✓ During warm weather, consider storing in a garage, shed or shady area to help reduce odour.



### Recycling Cart:

- ✓ **Place all items loose in the cart, no need to bag or stack.** The exception is shredded paper which must be placed in a paper bag or box. (Ex. Cereal box or shoe box). Materials placed in plastic bags will not be accepted.
- ✓ Break down and flatten boxes to maximize space.
- ✓ Keep caps and lids on containers when possible.
- ✓ Only place Recycle BC curbside collection materials in your blue cart.
- ✓ Take glass, foam and flexible plastics to a Recycle BC Depot.



Not sure what's allowed in each cart?

Check out the Waste Wizard at [courtenay.ca/collects](https://courtenay.ca/collects) or download the **Courtenay Collects app**.

# Important Information About Carts.

## Resident's Responsibility.

- ✔ Use city issued carts for curbside collection.
- ✔ Properly place carts for collection.
- ✔ Keep carts clean and secure.
- ✔ Write your address on carts in white square.
- ✔ Carts stay with the property, even if you move.
- ✔ If the cart is damaged or misplaced, call or email for replacement options: 250-338-1525 | [solidwaste@courtenay.ca](mailto:solidwaste@courtenay.ca)



## Old Collection Containers.

Your existing garbage, recycling and/or organics container belong to you. There are a number of creative and environmentally friendly ways to repurpose these containers and keep them out of the landfill, such as:

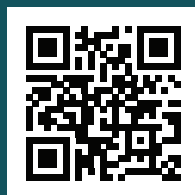
- ✔ Storage for tools, potting soil, mulch, yard waste and animal feed
- ✔ Rain barrels
- ✔ DIY vegetable planter
- ✔ Collect your depot items (*i.e. Flexible plastics, glass, foam packaging or refundables*)



The City is currently exploring options for a community exchange program of old containers. More information will be available at [www.courtenay.ca/carts](http://www.courtenay.ca/carts).

The overall goal of **Automated Collection** is to provide **efficient** and **effective service to residents**, while **encouraging waste diversion** towards **organics** and **recycling**. The new Automated Collection system will be **much safer** and **reduce service failures** throughout the year. By rethinking curbside collection, we can all do our part to keep recyclables and organics out of the region's landfill.

Waste placed in the new collection carts **prior to January 2024 will not be collected.**



For more information, including a list of FAQs, visit [courtenay.ca/carts](https://courtenay.ca/carts)