Burnaby’s Automated Garbage & Yard Waste Collection
Frequently Asked Questions

General

What is automated garbage and yard waste collection?
Automated collection is a system where garbage and yard trimmings containers are emptied using a mechanical arm on a garbage truck, instead of lifting and emptying containers by hand.

How does it work?
Residents that currently receive curbside collection will be supplied with specially designed wheeled containers, one for garbage and one for yard trimmings. Residents choose the size of container they need for their garbage as well as their yard trimmings. On collection day, residents wheel their containers to their usual collection location in the lane or street. The City then empties the containers using trucks equipped with mechanical arms.

What are the benefits of automated garbage and yard waste collection?

- Service Improvement
  New wheeled containers are very durable and easy to handle. Container weight limits will not be in place. Selection of container sizes can be made based on needs.
- Cost Efficient
  Mechanized collection system will reduce workers’ sick or injury time and costs.
- Environmental benefits
  Fully enclosed containers will result in less litter in streets and lanes. It will encourage waste reduction and higher waste diversion level.

How do I pay for the new automated service?
The program will continue to be funded from the general property tax.
To promote greater waste reduction and to create incentives, the automated collection program offers residents the flexibility to choose the size of garbage container that will best meet their needs. A pricing structure based on the size of garbage bin will be used. Please see the City of Burnaby Solid Waste & Recycling Bylaw for details.

For yard waste, residents can choose from three container sizes that will best meet their needs. Residents may purchase from the City Engineering Department additional yard waste containers. Payment options for additional yard waste containers include: mailing a cheque or paying in person by cash or credit card at the City Hall, 4th Floor Engineering Department. Cheques must be made to the "City of Burnaby" and specify "yard waste container purchase" and the address for which the container is purchased. There will be no charge on the property taxes regardless of the size or number of yard waste containers chosen.

<table>
<thead>
<tr>
<th>Container Size (litres)</th>
<th>Additional Container Fee (one time, Tax included)</th>
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</thead>
<tbody>
<tr>
<td>180</td>
<td>$75.00</td>
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<tr>
<td>240</td>
<td>$85.00</td>
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<tr>
<td>360</td>
<td>$95.00</td>
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**Do I need to buy the containers?**
The initial garbage and yard waste containers were provided to homeowners free of charge at the time of implementation of the new collection program (2009). Any properties constructed after the implementation are not eligible for a set of toters at no cost and must purchase containers from the City.

Subsequent replacement cost, due to lost or stolen containers, will be borne by homeowners. If you require a replacement due to containers being lost or stolen, payment for replacement containers must be done prior to delivery. Payments for replacement containers can be done at City Hall, 4th Floor Engineering Department.

**What size are these containers? Will the containers have sufficient capacity to fit my needs?**
Residents choose the size of container they need for their garbage as well as their yard trimmings.
Garbage Containers:

- 120 litre container = Family of 3 or less
- 180 litre container (default size) = Family of 3 to 5
- 245 litre container = Family of 6 or more with a secondary suite
- 360 litre container = Large extended family with a home business and/or secondary suite

Yard Waste Containers:

- 180 litre container = approximately 2.3 standard 77 litre garbage cans
- 245 litre container = approximately 3.2 standard 77 litre garbage cans
- 360 litre container = approximately 4.7 standard 77 litre garbage cans
What are the container dimensions?

Container Dimensions (l x w x h)
120 L = 24.25" x 19.25" x 38.50"
180 L = 28.75" x 23.50" x 37.50"
240 L = 31.75" x 24.25" x 41.75"
360 L = 35.25" x 29.75" x 43.25

I pay for a licensed in-law/caregiver suite, do I get extra containers?
No. Each property will receive one container for garbage and one container for yard waste. Property owners with suites are encouraged to choose a container size that will meet the needs for all residents living on the property.

What is the container requirement for a secondary suite?
The City has implemented a Secondary Suites Program. A single family dwelling with a secondary suite is required to use a medium size (240L) toter.

Will provisions be made for disabled/elderly residents?
Please call Sanitation and Recycling Division 604-294-7972 and staff will be able address your questions or concerns.

I am a senior, how heavy are the new containers?
The containers are on wheels, therefore are easier to handle than standard garbage bins or bags.

What colour are these containers?
Garbage containers will have a black lid and yard waste containers will have a green lid.

Containers

How do I choose the size containers I need?
Burnaby property owners received a brochure and container order form in the mail at the end of March 2009. The deadline to order containers was April 17, 2009. If the City did not receive your container order the default containers, 180L for garbage and 240L for yard waste were delivered. If you have recently bought a home and require different container sizes, please see “What if I want to change the size of the container(s) I ordered?” for information on how to request a container change. If your house is newly build, please contact the Engineering Department at (604)294-7460.

I am a tenant living in a property and want to change the size of containers?
Container orders or changes can only be made by the property owner. It is best to check with the owner of the property you rent from and discuss any changes to container sizes you require.

What if I want to change the size of the container(s) I ordered?
Any changes to containers is subject to a service fee of $50.00 (includes tax). Payment of the $50.00 exchange fee must be made before the container will be exchanged.

Payments may be made:
1) In person at Burnaby City Hall, 4th Floor Engineering Department
2) By Mail- cheques must be payable to City of Burnaby, with Container Exchange Fee listed in the Notes section of the cheque. If mailing a cheque for a container exchange, please contact the City at 604-294-7972 to notify them of your container exchange request. Cheques are to be mailed to:
What if I’m moving?
DO NOT take your containers with you when you move. The containers (one for garbage and one for yard waste) that were supplied to you belong with the property; please leave them behind for the new residents. If you are moving within Burnaby, and the containers at your new residence do not meet your needs, contact the City at 604-294-7210 to request a container size change (costs may apply). Additional yard waste containers purchased by residents are the property of the resident and can be taken with them if they move.

What if I just moved in? How do I know if the previous owner ordered containers?
If you just moved into a property you can call 604-294-7460 to find out the size of the containers that were delivered for your property. If you require different size containers, please see “What if I want to change the size of the container(s) I ordered?” for information on how to request a container change.

What if my container is lost or stolen?
If your container is lost or stolen contact the City immediately (604-294-7210). City staff will make arrangements to replace your container. Residents are responsible for purchasing replacement containers for those reported lost or stolen. The cost of new containers are based on size:

<table>
<thead>
<tr>
<th>Garbage and Yard Waste Container Replacement Costs</th>
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<tbody>
<tr>
<td>Garbage/Yard Waste Container Size</td>
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<tr>
<td>---------------------------------</td>
</tr>
<tr>
<td>120 L (available for garbage container only)</td>
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<tr>
<td>180 L</td>
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<td>240 L</td>
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<td>360 L</td>
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What if my container is damaged?
If your container is damaged contact the City immediately (604-294-7210). City staff will make arrangements to repair or replace the damaged container.
Collection

How do I set out the new containers for collection?

- Set it out by 7:00 am. Set out your garbage and yard waste containers by 7:00 am in your lane or street you normally use on collection day.

- Point it. Place containers so the arrows on the lid point towards the centre of the lane or street (handles will face your property).

- Space it. Place your containers so that there is approximately 1m (3ft) of space on all sides and at least 3m (10ft) of clearance above.

- Bring it back in. After your garbage and yard waste containers have been emptied, remember to remove them from the lane or street and back to your property.

Will my container be emptied if I place it the wrong way on the curb?
It is important to place the container in the proper direction in order to be picked up and to minimize spillage. An information package will be delivered along with your new containers with instructions on how to place out containers for collection. Please see “How do I set out the new containers for collection?” for more information.
What if I have problems due to the slope of my property?
Please call Sanitation and Recycling Division 604-294-7972 and staff will be happy to assist with and answer your questions and concerns.

What if trees, cars, or poles interfere with container pick up?
Place the containers away from trees and parked cars to avoid potential damage to private property and collection equipment.

Can bags or boxes of extra garbage be placed at the curb for pick up?
No. All garbage must be placed in the container for pick up. The lid must be able to close and not overflowing. Containers that are overflowing, or garbage placed outside of the containers will not be picked up.

Do I need to bag my garbage inside the container?
Yes. It is advisable to bag the garbage (not yard trimmings) inside the containers to keep the container clean and to avoid odour.

Do I need to bag or bundle my yard waste?
No. With the new automated yard waste collection, you no longer have to bag or bundle your yard waste. All yard waste MUST go into the new containers loose. Please DO NOT bag or bundle yard waste prior to placing it in the new containers.

Why does the lid on the container(s) need to be closed?
Lids should remain closed to prevent animals and birds from entering the container and to avoid rain water from accumulating inside the container. It would also reduce the chance of windblown litter from the container.

What if I sometimes have more garbage than fits into my container?
The City encourages residents to choose the size garbage container that will meet their needs year round and encourages residents to utilize the recycling and yard waste program as much as possible for all recyclable and yard waste materials. Garbage will be picked up by the City in the specified container only and any excess garbage will have to be placed in the emptied container for pick up on the next collection day.

What if I sometimes have more yard waste than fits into my container?
Residents may purchase additional yard waste containers from the City Engineering Department (but will have to pay a one-time, non-refundable container cost). Payment must be made prior to the delivery of the new container. Payment options include: mailing a cheque or paying in person by cash or credit card at the City Hall, 4th Floor Engineering Department. Cheques must be made to "City of Burnaby" and specify "yard waste container purchase" and the address for which the container is purchased. For more information about ordering additional yard waste containers, please call 604-294-7210.

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<tbody>
<tr>
<td>Container Size (litres)</td>
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<tr>
<td>180</td>
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Can I put out more than one blue box, yellow or blue bags?
Yes. Extra recyclables will be collected. Blue boxes, yellow and blue bags are available at the City Recycling Depot (4800 Still Creek Avenue), or at the City Hall Engineering Department on the 4th Floor.

Will the City still provide a bulky item and appliance pick up service?
Yes. Call 604-294-7972 for information on what items are acceptable and to arrange a pick up.

What kind of garbage can I put in my container?
Please review your curbside calendar or visit www.burnaby.ca/garbageandrecycling. Please note that as of January 1st, 2008 a new regional recycling and disposal regulation came into effect which prohibits the disposal of recyclable material in the garbage. Please visit the above website for more information.