

TOWN OF HIGH RIVER NEW AUTOMATED RESIDENTIAL WASTE COLLECTION

Frequently Asked Question's

1. What is automated collection?

Automated collection is a system where a specially designed truck picks up automated collection carts, empties them, and then returns the carts to their original positions.

2. How will it work?

Each residence will be supplied with a wheeled 240 litre cart (which can hold 3-4 bags). Home owners have the option of requesting a larger 360 litre cart (holds 4-5 bags) through the Operations Department, which carries an additional monthly charge.

3. When will I get my cart?

Typically two to three weeks prior to your neighborhood switching to the automated waste collection system. The Town will supply and deliver the carts to each residence.

4. Why change from the existing manual system?

Cleaner, safer, and economically viable.

For Residents

- No more lifting heavy bags – simply roll your cart out for collection
- The cart acts as an enclosure – keeps animals out of bags – less litter
- No need to purchase waste cans – the Town supplies your cart

For the Town of High River

- Reduced worker compensation (WCB) costs
- Cleaner community – less litter
- Improves collection efficiency

For Waste Collection

- Reduced injury from fatigue and lifting – collectors now lift up to 20,000 pounds per day
- Reduced handling of dangerous and infectious waste – safer work environment

5. Do I need to buy the cart?

No, the Town will supply the cart. The cost of the cart is included in the monthly fee for collection service. The cart will remain the property of the Town of High River.

6. How much will this cost me?

The current \$9.00 monthly charge covers the cost for the manual and automated collection (including the 240 litre cart). Residents who request the larger 360 litre cart will be charged \$12.50 per month. These costs are subject to change with the annual rate increases.

7. What happens to the cart when I move?

Automated carts remain the property of the Town of High River. If you move, leave the cart at the original property, stored safely in a secure place. The Town will assign a cart to each property with the house number clearly marked on the cart. A serial number on each cart links the cart to the assigned property.

8. What if I just moved to the Town of High River?

If you have just moved to High River and the size of the automated waste cart is not right for you, please contact us at 403-652-4657 and we will exchange your cart free of charge.

9. What if I want to change the size of my cart?

If you need a different sized container, contact us at 403-652-4657 and we will exchange it. A fee of \$25.00 will apply.

10. Can I use regular garbage cans if my cart is full?

No, regular garbage cans are not designed to be emptied by the automated waste collection truck. There is no option for additional garbage. Experience in other municipalities has shown the standard 240 litre cart to be the optimum size for most residents, allowing enough capacity for seasonal increases in waste. Residents are encouraged to consider donation, recycling or composting for additional waste diversion or upgrading to the larger 360 litre cart.

11. Can I get a second cart?

If required, a second 360 litre cart can be ordered by phoning 403-652-4657. The current rate for a second cart is \$14.00 per month.

12. Will I have front or alley pick-up?

Most pick-up locations will remain unchanged. However, in specific situations, residents will be required to move their carts from the alley to the street or vice-versa. These residences will be notified by the Town prior to switching over to the automated system.

13. Where do I place my cart for pickup?

Placement of the cart for collection is important. The automated collection arm requires room to grab it. Please ensure that your cart is clear 1 meter or 3 feet from all obstacles such as parked cars, poles, hedges, etc. at front and sides of cart. Place wheels at least ½ metre from the back of a hedge or fence. Park cart on level ground. Point the arrows on the lid toward the center of the road or alley.

14. What about parking on collection days

If the parking in front of your house is congested, you should place your cart at the end of your driveway.

15. Why wasn't my garbage picked up?

The Town has a very dependable waste collection system and your cart should be emptied each week. However, there are some reasons why your garbage may not be picked up:

- Make sure that your cart is out by 7 a.m.
- Make sure that the cart is not blocked and is visible to the operator in the truck
- Place the cart correctly for pick-up. Placement of the cart is very important.

16. How big are the carts?

There are 2 sizes: 240 litres or 64 gallon are approximately 42” tall by 29” width. The 360 litre (95 gallon) carts are 46” tall by 34” width. They all have large wheels so they can be moved easily.

17. Who is responsible for my cart?

Residents are responsible for keeping the carts clean and secure. Residents must return their cart to their property after collection. The carts remain the property of the Town of High River, however if damage or vandalism of the cart results from negligence, residents will be responsible for the replacement. Cost of the carts are \$85 for the 240 litre and \$100 for the 360 litre.

18. Where do I store my cart?

Most residents choose to store carts in a convenient location such as their carport, garage or at the side of their house or just inside their fence. **Carts must be stored on your property between collections as per the Solid Waste Management Bylaw.**

19. What if my cart is lost, stolen or damaged?

Each cart has a serial # which is specific to your address and is recorded by the Town. Residents should also keep a record of this number so if your bin is stolen or damaged it will help us to identify it. The occupant shall be responsible for purchasing a replacement cart from the Town of pay for the cost of repairs.

20. How full can I fill the cart?

Carts should not be filled to a height greater than 5 cm from the top. You **MUST** be able to close the lid completely after the garbage is placed inside.

21. What am I going to do with my garbage enclosure?

Your new cart can be your new enclosure. There are a number of options for enclosures or storage areas.

- Enclosures can be used as storage for recyclables or children's toys.
- Enclosures can be modified to store the new cart.

Current enclosures on Town property must be removed.

22. What types of waste are not collected at my residence?

Materials not taken during regular collection is designated into four areas:

- Large, bulky material such as mattresses, furniture & appliances.
- Construction or demolition materials: concrete, gravel wood, etc.
- Large organics: shrubs, trees & branches, stumps, sod & dirt.
- Hazardous Waste: auto parts, paint, computer hardware, chemicals.

23. What can I do with green waste like grass?

The Town of High River's goal when dealing with green waste, much like all waste, is diversion from the landfill. This can be accomplished in different ways:

- Grass Cycling is simply leaving the clippings on the lawn after mowing. The clippings dehydrate, then decompose and quickly disappear, recycling nutrients back into your lawn.
- Composting is the mixture of decaying household and outdoor organic materials such as vegetable scraps, grass clippings and leaves, used to improve soil structure and provide nutrients.

The Town will accept grass clippings, leaves & garden refuse as well as tree branches (4" diameter maximum) at our Recycling Centre on the west side of the Bob Snodgrass Recreation Complex.

To View the Bylaw Go To:

www.highriver.ca Town Hall - Bylaws – Solid Waste Management Bylaw 4211/2008

THE TOWN OF HIGH RIVER, OPERATIONAL SERVICES DEPARTMENT: 403-652-4657