

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.



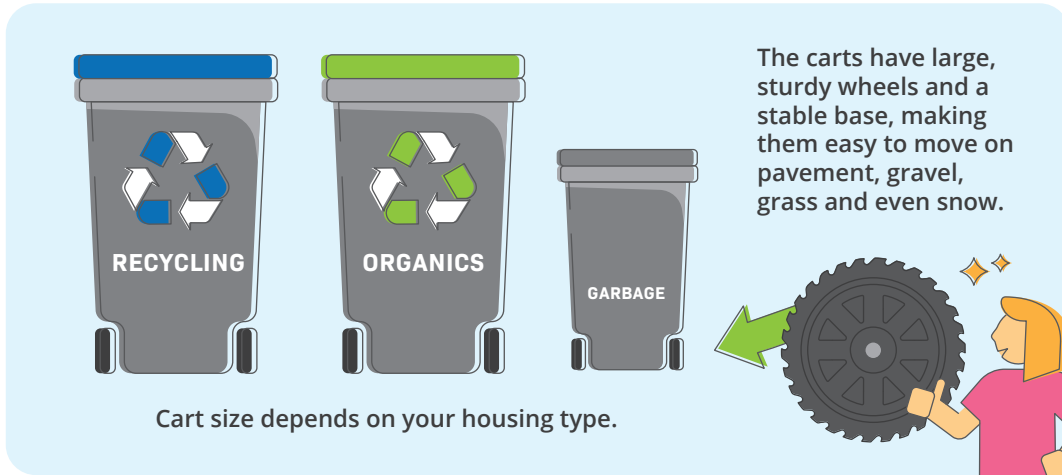
TOWN OF
COMOX

New In 2024! Automated Collection Program

Each household with Town 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
Stand-alone home	360 L	360 L	120 L
Duplex unit	360 L	240 L	
Secondary suites and secondary residences (i.e. Carriage house) Triplex, 4-plex or serviceable curbside multiple dwelling	240 L	120 L	

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.

The sizing of the carts have been selected based on property type and waste diversion efforts when moving to a similar collection service.

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.

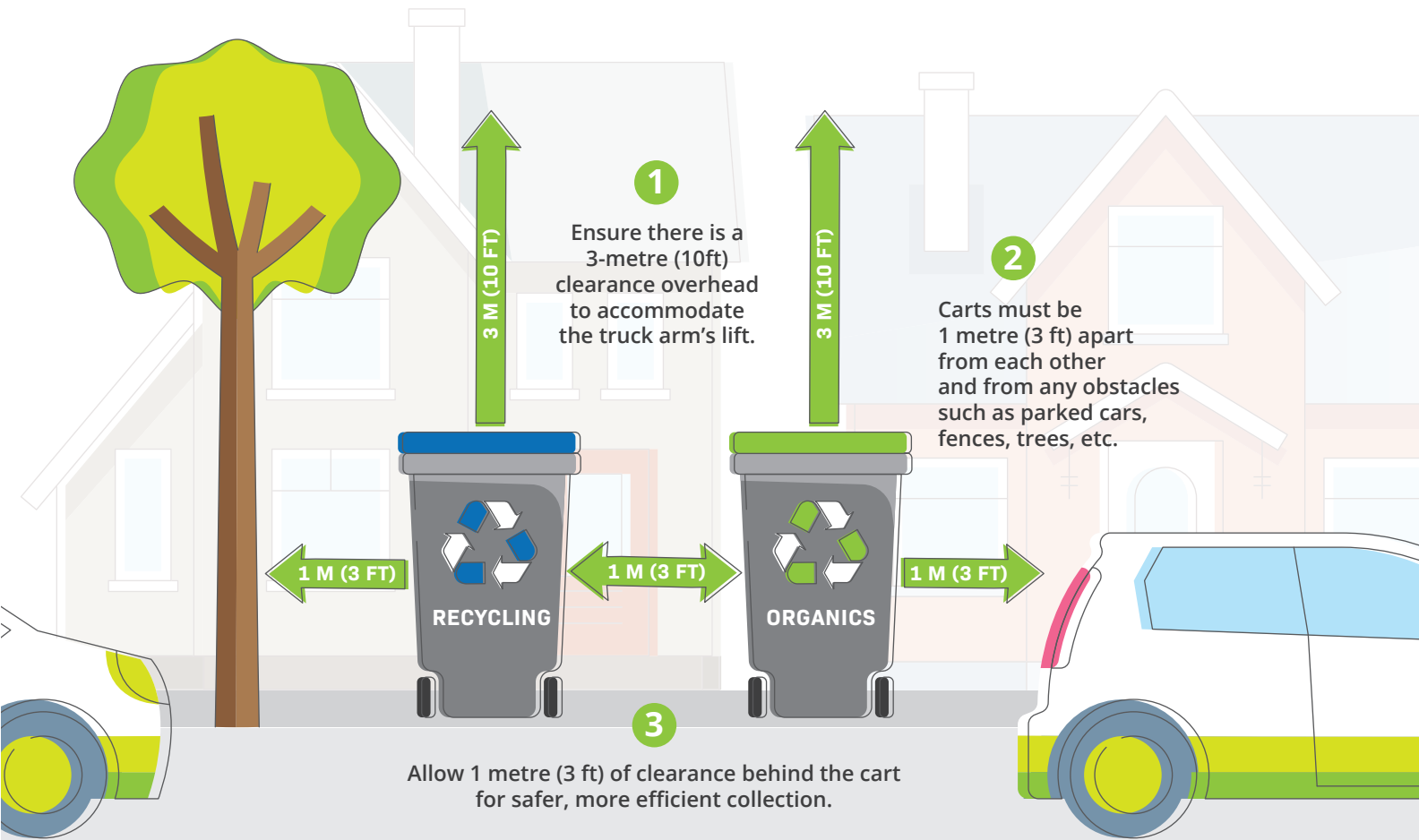
Only carts provided by the Town are compatible with the new automated curbside collection service trucks.

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.

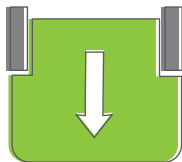
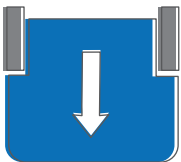


Garbage collection will change to biweekly (every other week).
Carts are assigned to each household and stay with the property, even if you move.

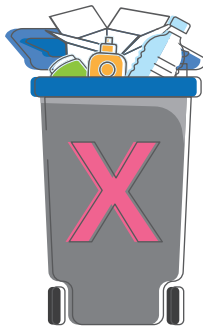
Setting Out The Carts **For Collection**



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.



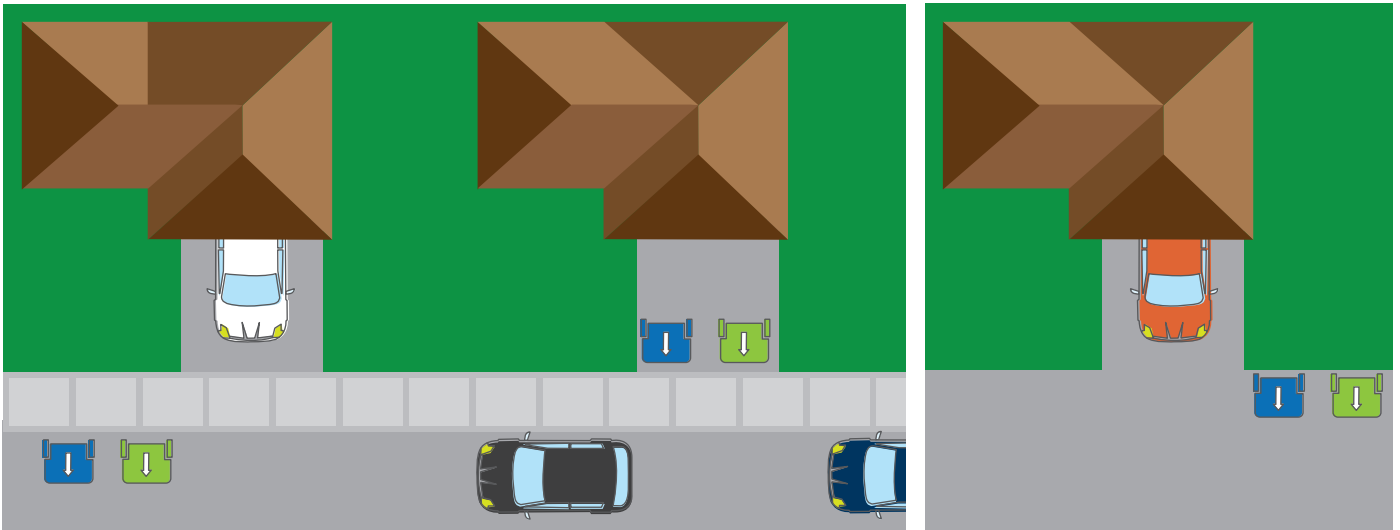
6 Carts must not obstruct sidewalks, bike lanes or the flow of traffic.



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

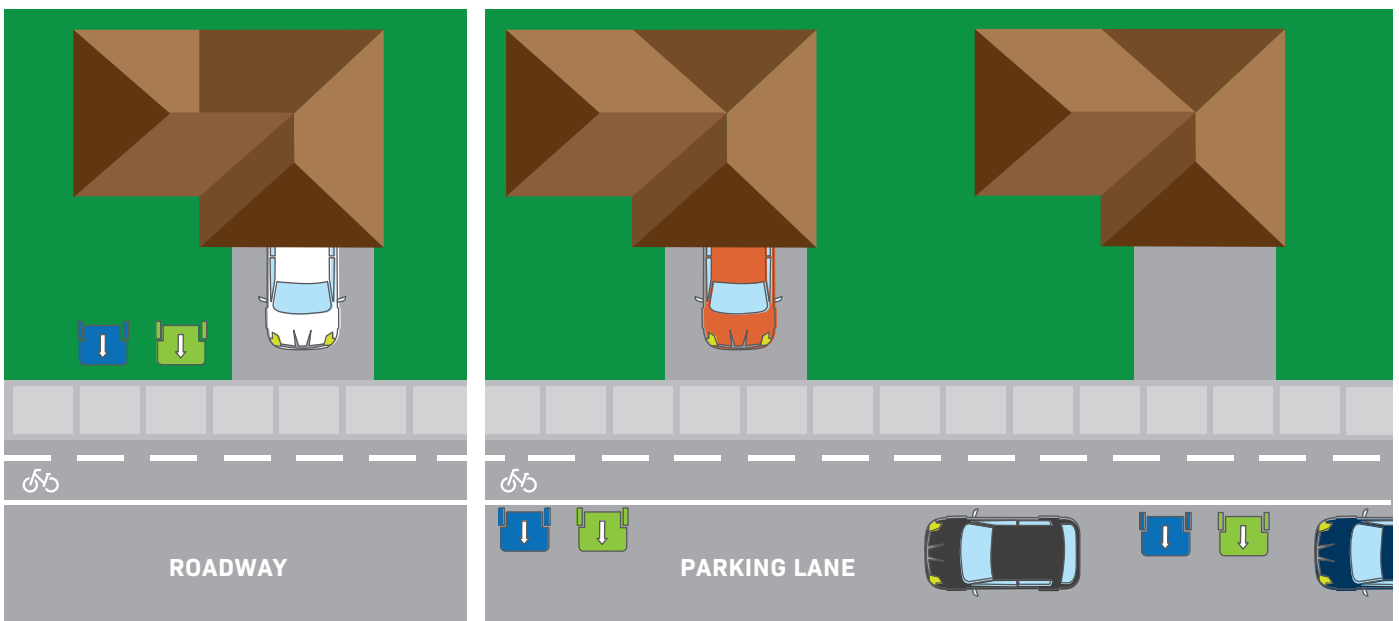
Setting Out The Carts **For Collection**

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**



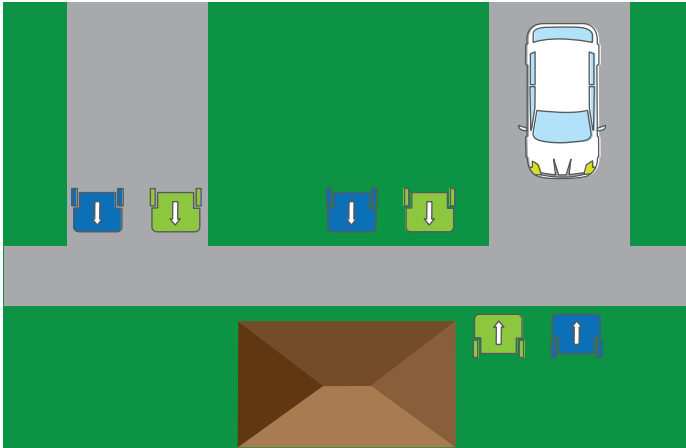
- In areas with no parking lane, carts should be placed behind the sidewalk.
- In areas with a parking lane, carts should be placed in the parking lane for collection.
- Alternatively, if obstructed by parked cars, carts can be placed on the driveway if within 3.5m (12 ft) of the roadway, otherwise carts 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
Comox Public Works by phone at **250-339-5410** or email **publicworks@comox.ca**

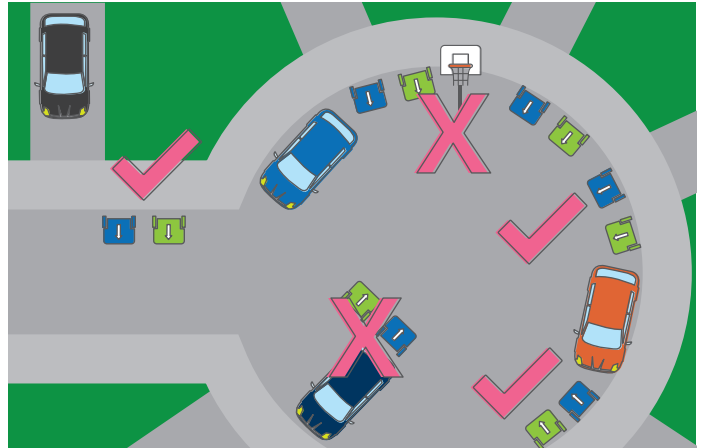
Setting Out The Carts For Collection

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.
- The Town's street and traffic bylaw requires 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 Comox Curbside mobile app to receive alerts specific to your collection zone.

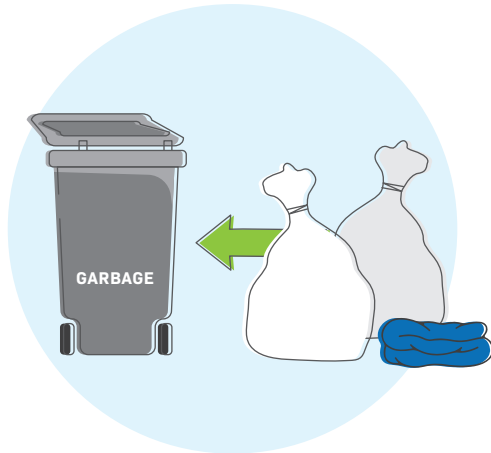


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Download The Free App

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.
- ✓ 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.



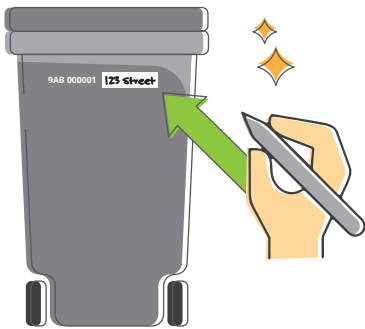
Not sure what's allowed in each cart?

Check out the Waste Wizard at comox.ca/solidwaste or download the **Comox Curbside** app.

Important Information About The Carts

Resident's Responsibility

- ✔ Use town issued carts for curbside collection.
- ✔ Properly place carts for collection.
- ✔ Keep carts clean and secure.
- ✔ Write your address in the white square on carts.
- ✔ Carts stay with the property, even if you move.
- ✔ If the cart is damaged or misplaced, call or email for replacement options: 250-339-5410 | publicworks@comox.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:

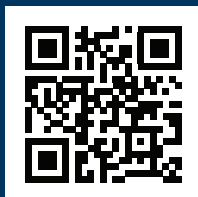
- ✔ Storage for tools, potting soil, mulch, yard waste and animal feed
- ✔ Rain barrels
- ✔ DIY vegetable planter
- ✔ Collect your depot items (*i.e. Flexible plastics, glass, foam packaging or refundables*)



The Town is currently exploring options for a community exchange program of old containers. More information will be available at www.comox.ca/carts.

It is in our best interest to ensure our waste is **managed efficiently**, creating the **least negative impact** on the **environment** and supporting our **valued landfill space** by **encouraging garbage diversion**. 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 comox.ca/carts