

City of Courtenay Automated Curbside Collection 2024 Update



January 10, 2024

Asked Questions:

Why is the system changing? What is the benefit?

The overall goal of automated collection is providing efficient and effective service to residents. The new automated collection system will reduce the risk of worker injuries and service failures. The new easy to roll, durable carts do not require lifting or dragging and recycling will be contained in a lidded cart to keep materials dry.

Why wasn't I consulted?

Unfortunately, due to supply-chain limitations in the production of the automated carts, the City was not able to provide a cart selection survey for residents ahead of the required cart order in the fall of 2022. In the absence of the survey, the City used historical service data and future waste diversion goals to select the best options for carts for different housing types across the City. The City is asking residents to use the supplied carts for all four seasons with an online cart exchange portal opening in the fall of 2024 when exchange requests can be made.

Why is garbage going to bi-weekly collection?

The goal of the change to bi-weekly garbage collection was to align with the regional goal of waste reduction through diversion to recycling and organics to extend the life of the regional landfill. This goal is also necessary to achieve the required Provincial target of 350 kg/person per year, thereby reducing the greenhouse gas emissions from landfills. Responses from the public do indicate that the inclusion of kitchen waste into the organics stream in January 2023 has helped considerably to reduce garbage output from most households.

Can I get an extra cart?

Should your household need more space for recycling or organics, additional carts can be provided for an additional annual service fee based on full cost recovery for the selected cart size. An online portal is available at courtenay.ca/carts for additional cart requests.

For households requiring extra garbage carts for home health care waste an additional garbage cart can be provide at a subsidized fee of \$56 annually. Additional garbage carts for regular garbage can be provided at full cost recovery of \$138.20 annually.

Can I exchange my carts?



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Public Works Services

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Not initially. Residents are asked to try out the assigned cart size for all four seasons before requesting a cart exchange. An online cart exchange portal will be available in the fall of 2024. Some accommodations can be made with smaller carts for residents living in single residential homes: a mobility accommodation. Townhouse residents have requested smaller recycling carts than the 240L cart delivered. At this time, no smaller recycling carts are available. Once the transition is complete, the City will consider options for a smaller recycling cart.

Can I use a bin liner? Can I put yard waste bags into the organics cart?

Yes, the material is still going to the regional compost facility so paper yard waste bags or kitchen waste bin liners will be permitted in the new organics cart as long as they are not made from plastic or plastic lined. The City is working with the CSWM to develop some messaging on social media regarding specifics of what should and should not be included in the organics waste stream.

Can I opt out?

No, there will be no opt out options for households that are eligible to receive curbside collection.

What will I do with my old containers and garbage cans?

Your old containers are not garbage and shouldn't be taken to the landfill. The City is providing a curbside collection service for old containers in January. This program will be offered on each of the scheduled collection days between January 15th and February 2nd. Residents are asked to place old, clean containers behind the carts for collection. In addition, there will be an old container drop-off / exchange at the McKenzie Ave gate to the Public Works Yard (1094 McKenzie Ave) from January 15th to February 10th. The CSWM will also be diverting old containers that residents bring to the landfill to a location near the recycling depot from January 15th to February 10th.

Further Questions?

For more information visit: www.courtenay.ca/carts

Please update the footer at the bottom of this page with your department's phone number and email.



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