

**Sort
&
Roll**
Curbside Collection Program

CITY OF ABBOTSFORD
**Curbside Cart
COLLECTION GUIDE**

*Schedule in effect
January 1 - December 31, 2022*



Council Message

On behalf of Council, I would like to thank you all for your participation and your patience over the last several months as we implemented new processes and adjusted our methods to provide more effective and efficient solid waste collection for our residents.

The City provides curbside collection services to 26,400 households. I would like to share some interesting statistics about our solid waste program and the difference the program is making to our community's waste diversion rates.

- 79,000 carts were delivered for the start of the program.
- 6,800 cart exchanges were processed.
- 1,600 old collection containers were dropped off for reuse and recycling at the Abbotsford/Mission Recycling Depot.
- 250 old containers were picked up for reuse and 1,350 were sent away for commercial recycling.
- Over 61% of homes currently use the Abbotsford Curbside Collection App to access their collection schedules and find recycling and disposal information.
- The Waste Wizard online look up tool was used for over 50,500 material searches. The top 5 were: clothing in poor condition, glass bottles and jars, Styrofoam, pizza box, and plastic bags.
- More than 5,000 tonnes of recycling and over 14,000 tonnes of compostable material was collected through the program which calculates into a 65% diversion rate for our community.
- Almost 26,000 residents accessed the **abbotsford.ca/carts** webpage to get more information on our curbside collection program.
- Our online sorting game had over 14,000 plays in 2021.
- Around 30,000 kg of compost was given away as part of the fall compost giveaway.

As you can see, all the little things you do to reduce your waste add up to less waste going to the landfill. I encourage everyone to continue to do the little things like sorting items properly, bringing your reusable bags shopping, using refillable water bottles and coffee cups and buying bulk items when you can. By working together we can continue to make Abbotsford a more vibrant and sustainable community and meet our region's goal of recycling and composting 90% of our waste by 2025.

Thank you again for rolling with us!

Mayor Henry Braun & Abbotsford City Council

Roll it out right

There are a variety of resources to help you sort through the world of waste!



Visit abbotsford.ca/carts for program information including frequently asked questions, additional cart placement examples, and tips and tricks for using your carts.



Find out what goes where using the Waste Wizard search tool: abbotsford.ca/wastewizard



Email questions to waste@abbotsford.ca



Curbside Collection Hotline: 604-864-5640

Monday - Friday, 8am to 4pm (excluding statutory holidays)

- Report a service problem or missed collection
- Report damaged or missing carts
- Request carts for a newly constructed home
- Request a different cart size or type
- Ask questions about the cart program



Other Resources

BC Recycling Hotline: 1-800-667-4321

Monday - Friday, 9am – 4pm

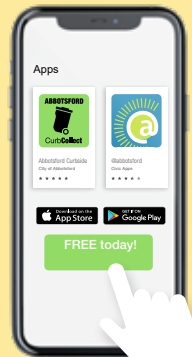
BC Recyclepedia rcbc.ca

We have apps for that!

To help you get it to the curb on time.

Never miss a collection day again! The **Abbotsford Curbside Collection** app gives you access to your collection schedule, collection day reminders and service alerts. Plus, access the Waste Wizard for recycling and disposal information for hundreds of items.

The free **@abbotsford city services** app can report missed collection, request cart repairs or other issues with your curbside collection.



ਇਹ ਜਾਣਕਾਰੀ ਬਹੁਤ ਜ਼ਰੂਰੀ ਹੈ। ਕ੍ਰਿਪਾ ਕਰਕੇ ਕਿੱਸੇ ਕੋਲੋਂ ਇਸਦੀ ਟਰਾਂਸਲੇਸ਼ਨ (ਅਨੁਵਾਦ) ਕਰਵਾ ਲਵੋ। ਉਨੁਵਾਦ ਕੀਤੀ ਗਈ ਜਾਣਕਾਰੀ abbotsford.ca/collectionschedule ਤੇ ਉਪਲਬਧ ਹੈ।

Carts

Sort it Right

Separate your waste into one of these waste streams.



RECYCLING

Containers, newspapers, packaging and paper products. **Collected every other week.**



COMPOSTABLES

Food scraps, food-soiled papers and yard trimmings. **Collected weekly.**



GARBAGE

Waste that can't be composted or recycled. **Collected every other week.**

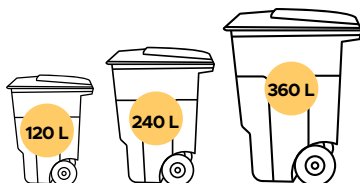


DROP OFF

Materials accepted at recycling depot, transfer station or other drop off location .

Cart Sizes & Types

Carts are available in three sizes for recycling, compost and garbage collection. Bear-resistant carts can also be requested but are only available in the 240 L size.



Requests to change existing carts are only accepted **once in any 12 month period** for any property. Please note that cart size, number or type may affect your annual solid waste user fees. Visit abbotsford.ca/carts for more information.

Missing or Damaged Carts

To request a replacement or to report a lost or stolen cart, call 604-864-5640 or visit abbotsford.ca/service.

Moving to a New Residence

Please use the carts that are already at your property. If there are no carts when you move in, or you are moving into a newly constructed home, please contact us at 604-864-5640 or carts@abbotsford.ca



Keep Track of your Carts

Label your carts with your address. Use a permanent marker write your address in the white space.

Record your serial number. On the right side of your carts there is a serial number that is unique to identifying your cart. Record this number and keep it for your records.

These carts are the property of the City and are micro chipped with your address.



Cart Tips

1 What's in your recycling cart matters!



Do not include stretchy plastics, foam packaging, glass, books, or other items that are not accepted in the program. Recycling the correct materials ensures your cart is collected.

2 DO NOT Bag recyclables.



All items must be placed loosely inside your blue recycling cart.

3 Flatten cardboard and boxes.



4 Crush, compact & compress!



Crushing and making items as small as you can, before placing them in the cart will help you fit more material inside!

5 Do not overfill your carts!



Overflowing carts cannot be collected. The lid must close completely.

6 Do not pack down waste.



Tightly packed material inside your carts may get stuck and not empty properly.

7 Reduce your packaging.



Buying in bulk, using reusable containers, choosing items with less packaging, and reusing items will help decrease the amount of material you need to manage.

8 Know what goes where!



Use the Waste Wizard to look up disposal information for hundreds of items! Access the Waste Wizard through the Abbotsford Curbside Collection App or visit abbotsford.ca/wastewizard.



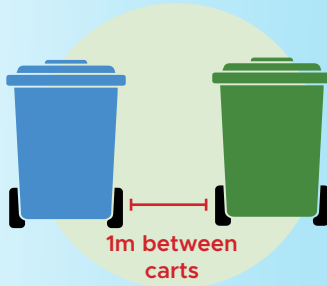
Using the Carts

1
POINT
IT



Place the carts so the arrows on the lid point toward the street and the wheels are against the curb.

2
SPACE
IT



Make sure your carts are placed correctly on the street and are **one metre apart**. There should be at least 1 meter of space on all sides of each cart.

Carts should be 1 metre from parked cars, utility poles, basketball hoops, fencing etc.

Ensure at least 3 meters of clearance is above each cart.

3
REMOVE
IT



Remove empty carts from the curbside after they have been serviced and securely store them on your property.



QUICK TIP

For more cart placement examples visit abbotsford.ca/waste



Set your carts out at the curb by **7:00 am** on your collection day. Do not place your carts out the night before collection.



Cart Placement

Putting your carts out the right way on collection day ensures your carts can be collected safely and on schedule. The placement of carts is very important because the automated truck's mechanical arm needs sufficient room to pick up and empty the cart.

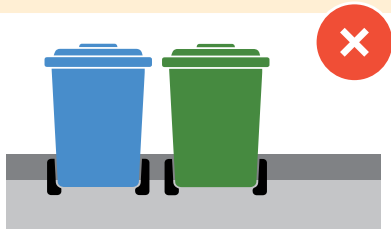
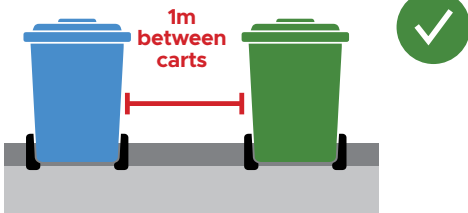
Ensure 1 m (3 ft) between carts.

Carts placed too close together cannot be collected.



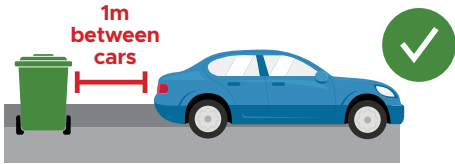
QUICK TIP

One metre is approximately an arms length.



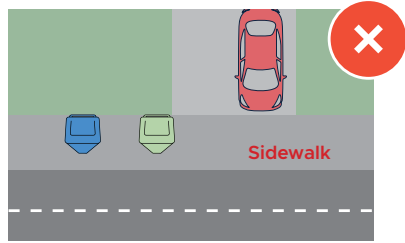
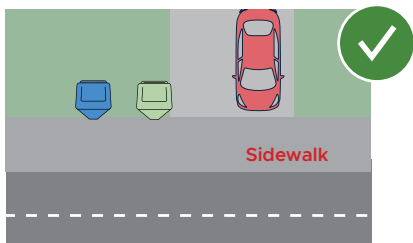
Ensure at least 1 m (3ft) in between parked vehicles and carts.

Carts placed too close to vehicles cannot be collected.



Ensure carts do not block a sidewalk or bike lane.

Sidewalk and bike lane access needs to be kept clear at all times.

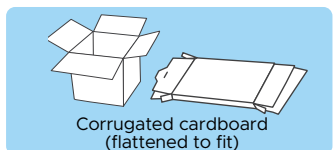
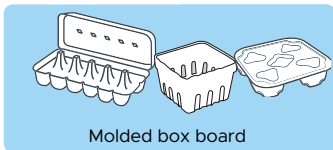


Ensure at least 1 m (3 ft) clearance from any basketball hoop, utility pole, street light, fence, etc.



Recycling

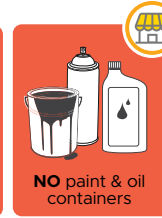
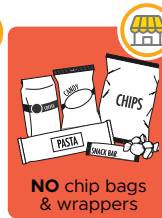
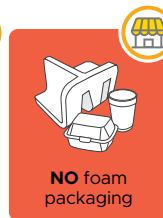
✓ Accepted in Blue Carts



Best if taken to the Depot!



✗ Not Accepted in Blue Carts



QUICK TIP

These items can be dropped off for **FREE** recycling at a recycling depot or other drop-off location.





Contamination

Placing unacceptable material in the recycling cart will negatively impact the recycling process, causing less material to be recycled. Unacceptable material, like plastic bags, garbage, and hazardous materials (batteries, propane canisters, medical sharps/needles), can lead to unsafe conditions for workers, cause damage to sorting machines, and diminish the quality of material and ability to recycle it. Even packaging with some product remaining contributes to contamination, so give your containers a quick rinse before placing in your cart. Reducing contamination allows more material to be recycled, and kept out of the landfill.

Reduce your contamination:

- Ensure recyclables are empty, clean and dry before they go into the blue cart.
- Do not use blue bags in your cart. Place items directly into the cart.
- Keep items soiled with food, grease and liquids out of the cart.
- Properly sort materials.
- Use the Waste Wizard look up tool if you are not sure where an item should go. The Waste Wizard is available online at abbotsford.ca/wastewizard or on the free Abbotsford Curbside Collection app.



QUICK TIP Sort waste properly!

If too much of the wrong material is placed in your recycling cart, your cart may not be collected.

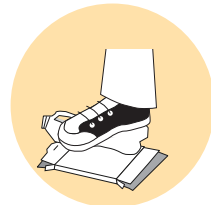
Prepare your Recyclables



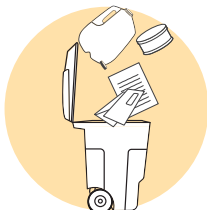
REMOVE LIDS



RINSE CONTAINERS
(EMPTY, CLEAN & DRY)



FLATTEN MATERIAL
TO SAVE SPACE



PLACE ITEMS LOOSE IN
THE CART



NO BLUE BAGS
OR BAGGED
RECYCLABLES



PLACE SHREDDED PAPER
IN A TIED, SEE THROUGH/
CLEAR PLASTIC BAG



Depot Recycling

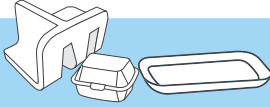
These items are not accepted in the curbside collection program and can be dropped off for free at a recycling depot or other drop off location. Find depot locations at abbotsford.ca/wastewizard.




Glass
(bottles & jars)



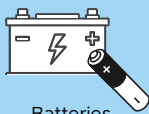
Plastic bags



Foam packaging (foam meat trays, take out containers, cups and cushions packaging from electronics).



Scrap metal



Batteries



Plastic overwrap



Propane tanks



Paint & spray paint



Solvents, flammables & pesticides



Cooking oil



Flexible packaging with plastic seal



Plastic net packaging




Crinkly wrappers & bags



Stand up zipper lock pouches



Lighting & light strings



Light bulbs



Thermostats & smoke alarms



Small electronics & cell phones




Non-food protective packaging (bubble wrap)



Medications & sharps



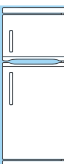
Small appliances & power tools



Tires



Beverage containers



Large appliances



Exercise machines



Outdoor power tools

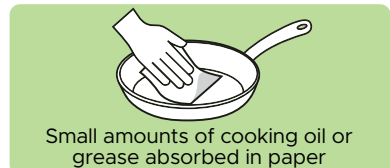


QUICK TIP

Hazardous materials like batteries and propane tanks can cause fire or explosion when placed in curbside recycling. Ensure these items are **ALWAYS** taken to a depot for safe recycling.

Compostables

✓ Accepted in Green Carts



QUICK TIP

For tips on how to keep your kitchen container and green cart clean visit abbotsford.ca/carts.

✗ Not Accepted in Green Carts



Garbage



QUICK TIP

All material must be placed in the cart with the lid closed. Overflowing carts and material placed outside the carts will not be collected.



Accepted in Grey Carts



6 pack ring from
canned beverages



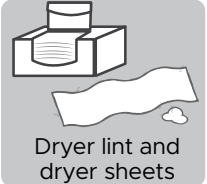
Broken ceramics
& glassware



Cigarette butts
& ashes



Diapers
(bagged)



Dryer lint and
dryer sheets



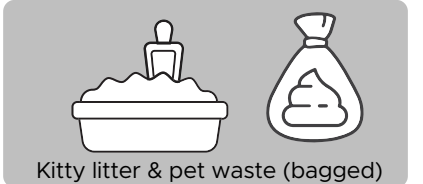
Baby wipes
& cleaning wipes



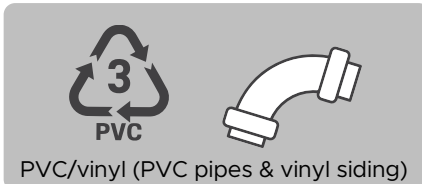
Vacuum cleaner
bags & contents



Plastic hangers



Kitty litter & pet waste (bagged)



PVC/vinyl (PVC pipes & vinyl siding)



Compostable or
biodegradable
plastic bags



Cotton balls,
swabs, dental
floss & sanitary
products



Disposable masks
& gloves



Plastic
toothbrushes &
toothpaste tubes



QUICK TIP

Many items can be dropped off for reuse or recycling instead of being thrown away. Or consider offering the items to friends and family, or listing on Facebook Marketplace, Craigslist, Freecycle or Kijiji. Do your part to help reduce the amount of waste going to landfill!

Wildlife & Waste

Coexisting with Wildlife

Many wildlife encounters in Abbotsford can be prevented by responsibly managing waste and other attractants. Wildlife sightings and encounters with bears, cougars or coyotes should be reported immediately to the Conservation Officer Service reporting line at 1-877-952-7277.

How to Manage Garbage and Food Scraps

REDUCE IT – The best way to deal with garbage is by not creating it in the first place. Preventing garbage and food waste helps minimize the volume of material you need to manage.

STORE IT – Keep curbside materials indoors or in a secure location until the morning of collection.

FREEZE IT – To help reduce odours, freeze food scraps until your collection day. You could also try wrapping food scraps in newspaper or paper bags to minimize odours and mess.

CLEAN IT – Rinse or wash your cart after pick up with mild detergent or vinegar. This will help to reduce odours.

How to Manage Other Attractants



Remove outdoor
fridges and
freezers



Always keep pet
food indoors



Remove bird
feeders
April - November



Pick fruit as soon
as it's ripe



Clean barbecues
after each use



Compost
responsibly



QUICK TIP

Keeping the community safe is a shared responsibility! For more information on how to reduce human-wildlife conflict visit wildsafebc.ca or check out abbotsford.ca/wildlife.

2022 COLLECTION CALENDAR:

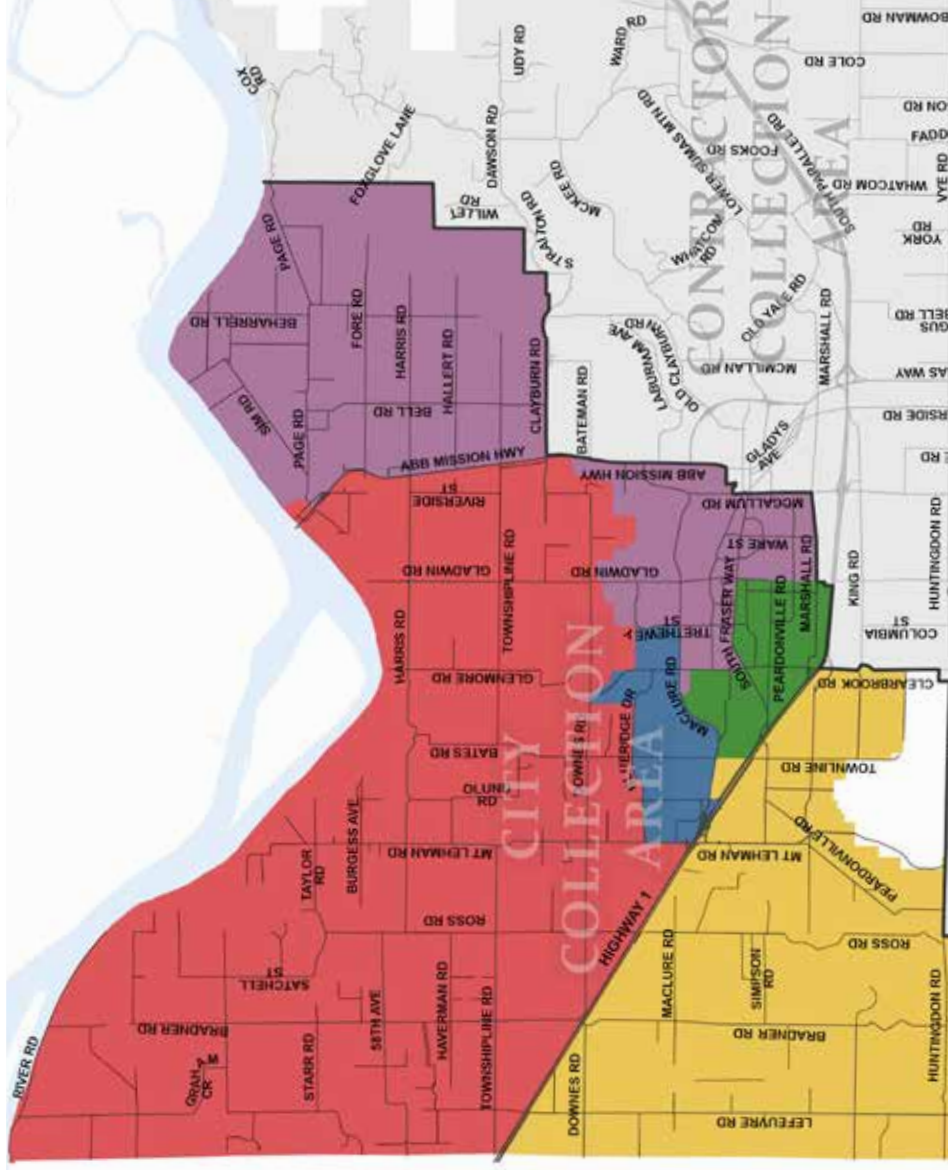
City Collection

Find the coloured zone where your home is located. Follow the colour-coded calendar for collection days.

- Garbage** is collected on days with a circle.
- Recycling** is collected on the days with a square.

Compostables are collected every week. There is no collection on statutory holidays, identified by the gray boxes.

For inquiries:
City Collection
604-864-5640
waste@abbotsford.ca



JANUARY

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Calendars and collection zones can be viewed online at abbotsford.ca/collectionschedule

2022

COLLECTION CALENDAR:

Contractor Collection

Find the coloured zone where your home is located.

Follow the colour-coded calendar for collection days.

○ Garbage is collected on days with a circle.

□ Recycling is collected on the days with a square.

Compostables are collected every week.

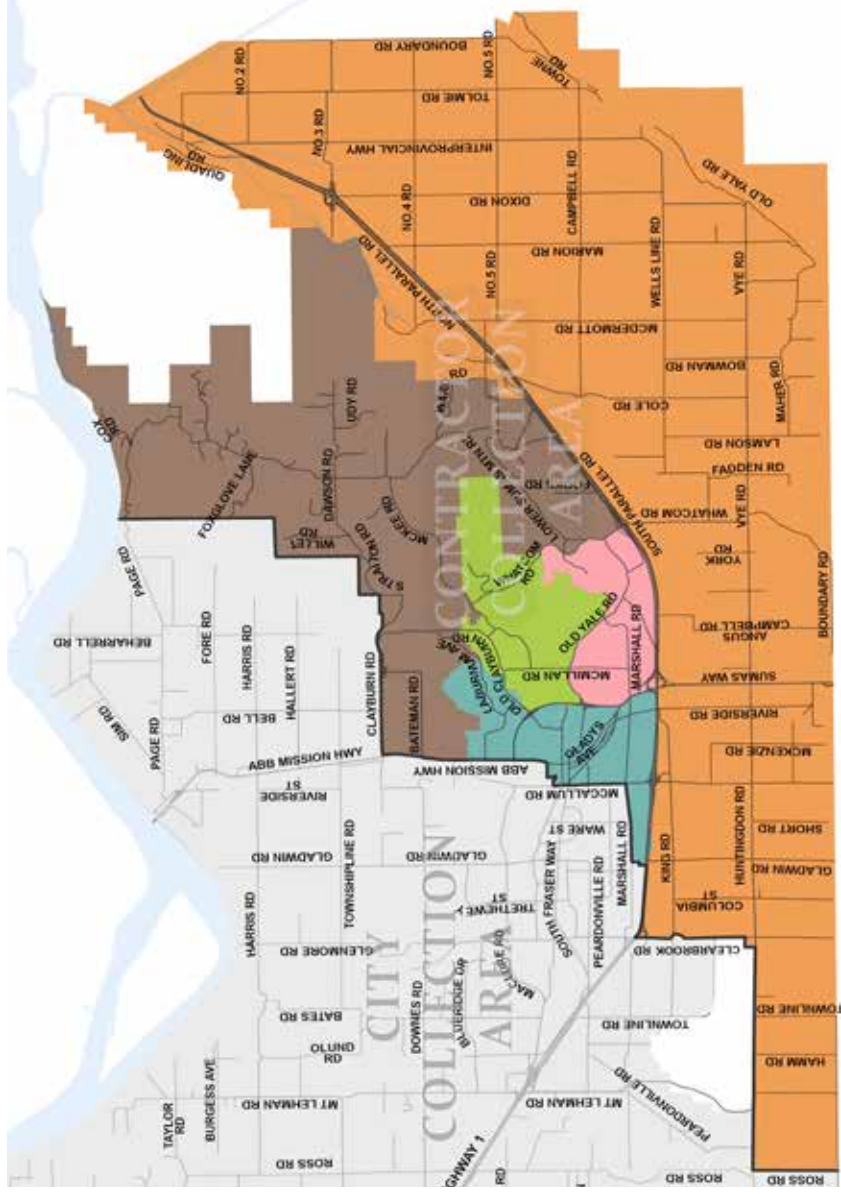
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waste@abbotsford.ca



JANUARY

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AUGUST

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SEPTEMBER

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Important Information

Excess Waste

Have excess waste? Visit abbotsford.ca/excesswaste for options on how to manage your extra recycling, compost or garbage!

Missed Collection

Common reasons why your cart was not collected:

- Cart was not at the curb by 7:00 am
- Cart was overflowing or did not have a closed lid
- Waste was not fully contained within cart
- Access to cart was blocked by a parked car, utility pole, or other obstruction
- Cart was placed too close to another cart, parked car or other obstruction
- Clips on a bear-resistant cart were not unclipped

If none of those reasons apply, you can report a missed collection through any of the following methods:

- **Website:** abbotsford.ca/service
- **City Services App:** @Abbotsford (available at the App Store and on Google Play)
- **Telephone:** 604-864-5640

Collection Services in Snow & Ice

Providing service is our top priority, but curbside collection may be disrupted during snow and ice conditions. If this occurs, the Abbotsford Curbside Collection App is the best source of information about collection-related news. The App is free to download to any smart device from the App Store or Google Play. A collection advisory is also posted on the City's website at abbotsford.ca for any updated collection delays or cancelled service.

Holiday Waste Reduction

Seasonal holidays such as Halloween and Christmas bring fun and joy but often produce a large amount of waste. From carved pumpkins to wrapping paper, learn how you can reduce waste during the holiday season.

Get tips on waste reduction at abbotsford.ca/reducewaste.

Waste Drop-off Locations

For an updated list of recycling depots and to find out what goes where, visit abbotsford.ca/wastewizard.



Recycling Depots

**Abbotsford Mission
Recycling Depot (AMRD)**
33670 Valley Road
604-850-3551

Aberdeen Recycling Centre
28789 Fraser Highway
604-857-8808

Aldergrove Return-It Depot
27482 Fraser Highway
604-856-2992

R&T Recyclables & Bottle Depot
Unit 23 – 31550 South Fraser Way
604-852-6092

Regional Recycling Abbotsford
750 Riverside Road
1-855-701-7171



Yard Waste Drop-Off

Note: Please contact the composting facility to confirm hours and rates. Yard waste coupons are accepted at this facility.

Net Zero Waste Abbotsford
5050 Gladwin Road
604-557-7065



Transfer Stations

Note: Please contact the transfer stations to confirm hours and disposal rates.

GFL Environmental Transfer Station
34613 Vye Rd
604-854-0095

**Waste Connections of Canada
Transfer Station**
34321 Industrial Way
604-864-2722

Never miss a collection day! Download the free **Abbotsford Curbside Collection app** to get collection day reminders and service alerts.

abbotsford.ca/waste



CITY OF ABBOTSFORD
32315 South Fraser Way
Abbotsford, BC V2T 1W7

ENGINEERING & REGIONAL UTILITIES

☎ 604-864-5640 🌐 abbotsford.ca/waste