



INFORMATION BULLETIN

Changes Coming in 2020 to the City's Curbside Collection Program

ABBOTSFORD – July 23, 2019 – Abbotsford City Council has approved the implementation of a new Solid Waste Operations Master Plan.

The new Plan outlines several changes to the curbside collection program to align with Council's 2019- 2022 Strategic Plan and will provide more efficient delivery of program services, improve worker health and safety, and potentially lead to additional collection services for residents.

The new curbside collection program will see a switch to fully automated cart-based collection for all three streams of waste: garbage, recycling and compostables. Recycling pick-up will change to every other week from the current weekly pick-up. Garbage will continue to be picked up every other week, and compost will be picked up weekly.

The current hybrid model will remain in place, with City collection on the west side and contractor collection on the east side. The new program will enable the City to transition its current vehicles to compressed natural gas vehicles; the new vehicles will provide environmental benefits and help the City meet its greenhouse gas emission reduction targets.

The City, in partnership with the District of Mission, will also evaluate the processing options for the Abbotsford/Mission Recycling Depot (AMRD) with the goal of achieving a more cost-effective and efficient processing of the region's recyclables. The new Plan also outlines the evaluation of two additional services: curbside glass collection and large item collection. City staff will report back to Council in early 2020 with recommendations for updating the AMRD recycling process and the implementation of the new service options. The changes to the curbside collection program will be operational by mid-2020.

Residents can find the Council Report and the new Solid Waste Operations Master Plan and Frequently Asked Questions (FAQs) on the City's website at www.abbotsford.ca.

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For more information contact:

Katherine Treloar
City of Abbotsford
E: ktreloar@abbotsford.ca

FAQ - Changes to the Curbside Collection Program Coming Mid-2020

How will the curbside collection program change?

The major change is adopting a cart-based, automatic collection system, where residents are provided with three carts; one each for garbage, recycling and compostables. These carts are wheeled to the curb on collection day and automated trucks will pick-up and dump the contents. The new program will provide a more efficient delivery of services, improve worker health and safety, and allow for the possibility of additional services for residents.

Will the City be providing the new carts?

Yes, the City will provide the new carts for curbside collection. Staff are still working out the details for cart sizes and distribution, but there will be many opportunities for pick-up and/or delivery. The new carts will be included in the solid waste user fee.

Will my collection day change?

Possibly. The City will be looking at the current routes to ensure they are most efficient under the new system. There may be changes to the days and frequency that your curbside material is collected. You will be informed well ahead of time to any changes in your schedule.

Will glass be collected with the new program?

The City is currently undertaking a comprehensive cost analysis on what it costs to collect glass with the new cart-based system. We are aware that our neighbours in Mission and Chilliwack collect glass and that Abbotsford residents want to see glass collected at the curb. We are hoping that we can add this as an additional service in 2020 if it is cost effective.

What other pick-up services are being added to the program?

Besides picking-up glass, the City is also looking at the cost to pick up large oversized items such as furniture and mattresses. We are looking at a variety of options and comparing how other municipalities manage large items. We are hoping that we can add this as an additional service in 2020 if it is cost effective.

Will I have to pay more for these changes?

Solid waste user fees at \$220 per house have been the same since 2012 and are part of your municipal taxes. The City also receives approximately \$1 million in annual revenue from the contract with Recycle BC. If all the proposed changes and additional services are funded through the solid waste user fees, we anticipate an increase of 2-3% based on 2018 dollars. Any changes to user fees will be brought to Council for approval.

When will the program change?

It is anticipated that changes will be rolled out in mid-2020. The City is currently developing an implementation schedule. This timeline provides lots of time to ensure all residents have the information they need to smoothly transition to a new system.

How will I know about the program changes?

The City will be informing residents through a variety of ways including direct mail, utility bill inserts, newspaper advertisements, at public events, through City social media channels and the City's website and engagement portal: Let's Talk Abbotsford. The most up-to date information can always be found online at abbotsford.ca/waste.

Why are we changing the program?

The City's goal is to provide efficient and cost-effective services to residents. The City reviews all its programs and services regularly and adjusts them periodically to ensure we are using the latest and most efficient technology, providing value for service, and meeting our goal to be an inclusive and sustainable community.

We understand that we need to provide similar services to our neighbouring municipalities and ensure our waste is managed efficiently, creating the least amount of impact on the environment as possible. The new program will allow the City to replace our aging collection vehicles and decrease our fleet's greenhouse gas emissions. An automated collection process will cut down on collection worker injuries and keep our city streets cleaner. We will be able to provide a more efficient and cost-effective processing of our recyclables by evaluating and streamlining the processes at the AMRD, in addition to possibly providing a new glass and large item pick-up service to residents.

Who can I contact if I have more questions or concerns about the new program?

The Engineering & Regional Utilities department at the City of Abbotsford. Call 604-864-5514 or email eng_info@abbotsford.ca.

You can also find more information online at abbotsford.ca/waste