



Incorporated May 27, 1949

Village of Harrison Hot Springs

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SOLID WASTE IMPROVEMENTS INFORMATION SHEET



The escalating removal costs associated with operating the Village of Harrison Hot Springs' Green Waste Site (corner of Poplar Street and Miami River Drive) have urged the Village to explore other more affordable, convenient, and environmentally friendly options for yard waste management and solid waste services in general. Starting in May of 2010 the Village began to engage the public in exploring options for improving municipal waste services. The review focused on options that would reduce costs, enhance and improve user services, and promote environmental sustainability.

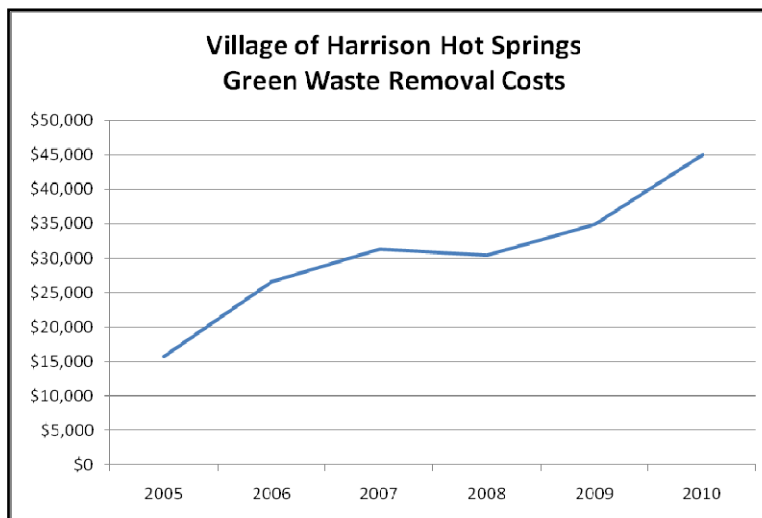
Upon a comprehensive review of all the waste service options, it was identified that curbside collection of garbage, recycling, and green waste collection was the most desirable option since it would produce cost savings for the municipality, is most convenient for the users, and would result in environmental improvements. It was proposed that the Green Waste Site could be closed and issues with illegal and unlimited dumping would be better managed if green

waste was collected at curbside. Following this assessment, the Village staff began to explore the potential of offering these extended curbside services both in-house by municipal employees, and the option of contracting these services out to a private company. Based on costs, quality of services in regards to efficient and effective resource recovery, and environmental improvements,

the option of contracting municipal waste services to a private contractor was the preferred option.

After a detailed Request for Proposals (RFP) process and dialogue with several potential

private solid waste providers the evaluation process identified First Class Waste Services as the preferred proponent on both financial and technical grounds. Following further review and public input, First Class Waste Services was awarded the contract to provide solid waste services within the Village.



We Recycle!



SOLID WASTE IMPROVEMENTS QUESTION AND ANSWER SHEET



Q1. Why are we moving to curbside collection?

A1. The move towards a private curbside solid waste collection services will reduce costs, enhance and improve user services, and help reduce our ecological footprint.

Q2. What is involved with the changes to the solid waste services?

A2. Starting January 1, 2011 a private contractor will provide all labour, materials and equipment required to completely perform curbside collection of garbage, recycling, and green waste weekly during the 5 years contract. The service recipients will still continue to be billed through the municipality.

Q3. Does everyone have to participate in curbside collection?

A3. Yes, all residential single-family and duplex households will be included. All current recipients of the municipal curbside waste services will be included in the new program. The economy of scale allows everyone to receive good service rates and service improvements as a result of group participation. Strata complexes and other multi-family dwellings may choose to be included in this program and receive Village negotiated rates if they so choose.

Q4. What will curbside collection cost me?

A4. The cost for the curbside garbage, recycling, and green waste collection will be approximately \$12.75 monthly or \$153 annually per household. Currently, the costs associated with the curbside waste and recycling services as well as the green waste site are included in your tax bill. With the new program, a separate line item will appear on your tax notice outlining waste services charges. In 2011 the service charge will be included on service recipient's annual tax bill. In following years, subject to Council's decision, it is anticipated that service charges will be billed quarterly.

Q5. What do neighbouring communities pay for their garbage pickup?

A5. The Village's new solid waste program is very competitively priced. In comparison, the City of Chilliwack charges its residents \$13.48 per month for curbside garbage and recycling plus additional \$7.99 per month for yard trimmings. The District of Hope charges its residents \$20.42 per month per household for curbside waste services. There is no municipal residential garbage pick-up within the District of Kent.

Q6. Why are Strata complexes not included in this curbside collection program?

A6. The new curbside program generally only applies to residential single-family and duplex households within the Village. The strata complexes and other multi-family units that are currently serviced by the Village curbside collection program will continue to be included in the program. However, other Strata complexes and other multi-family dwellings may choose to take advantage of the Village negotiated rates. Interested Strata complexes would need to individually work with First Class Waste Services to take advantage of preferential rates and to design a program that would meet the needs of strata members.

Q7. What recyclables can I put out? What materials are recyclable?

A7. Recycling service will consist of collection of container(s) with unlimited commingled recyclables as generated from the household. A container that the resident already owns or a clear biodegradable bag may be used for recycling, but the container must be identified with a recycling logo provided by the service contractor. Plastics 1 to 7, glass, metal, cardboard, boxboard, all grades of paper, and tetra packs will all be accepted for recycling.

Q8. What do I do with my extra garbage or green waste?

A8. The new curbside program does not limit the quantity of household recyclables to encourage recycling. However, those who produce more than the base level of one can/bag or 25kgs of garbage or green waste will need to purchase special tags and tag all extra garbage and yard waste. Extra tags for garbage and green waste will be sold at the Village office and will cost \$2 each/per can. You can also choose to take your solid waste to the Bailey Landfill or the Parr Road Green Depot in Chilliwack, the Kent Recycling Centre located at 7659 Industrial Way, or another waste service location in the area.

Q9. Who do I call if I have service issues?

A9. To address service issues you will need to call the First Class Waste Services customer service line at 604-860-8800.

Q10. What day will be garbage day?

A10. Contractor provided calendar will outline all pick up dates, explain service regulations, and provide waste reduction tips. The calendar will be delivered to all service recipients. At this point it is anticipated that the curbside waste pick-up program will remain on the same day, Thursday. Please call the customer service line at 604-860-8800 if you have curbside pick-up schedule questions.

Q11. What time do I have to have my garbage out by in the morning?

A11. You will need to have all waste materials out on the curbside by 7 am on the morning of the pick-up day.

Q12. Why do I have to use bio degradable bags?

A12. Regular plastic bags will not be accepted. Approved biodegradable bags, bundles or a can that the household already owns will be accepted with this program. Regular plastic bags take many years to break down. We do not want to leave a legacy of massive piles of plastic bags behind for future generations. Biodegradable bags are available for purchase at many stores such as (in no particular order): the Real Canadian Superstore, Costco, Canadian Tire, Home Depot, Home Hardware, Rona, Shoppers Drug Mart, Walmart, Zellers, Pharmasave, and many others. However, it is best to not use bags whenever possible and to simply bundle or bin the waste.

Q13. Will my Christmas tree be picked up?

A13. Yes, there will be two pick up weeks to accommodate for the curbside disposal of Christmas trees. The waste services calendar will outline all the information.

Q14. How will garbage on our beach be collected?

A14. The Village's Public Works will continue to provide garbage collection for the beach, parks, streets, and municipal buildings.

Q15. What will happen to the Green Waste Site and the Commercial Recycling Program?

A15. Effective December 31, 2010 the Village's Green Waste Site will be closed and the Commercial Recycling Program will end.

Q16. What are the advantages of this new program?

A16. The major advantages of this new program are cost savings for the municipality and service recipients, additional convenience for the users, and enhanced waste reduction and environmental sustainability. The comprehensive and simple all-year-round curbside solid waste collection services provide most convenience at a reasonable price. By implementing this program and introducing a more comprehensive recycling and waste diversion program the community will lower its ecological footprint. Since the Green Waste Site will be closed the visual, odour and other issues associated with the property will be eliminated. Moreover, the property will be available for other purposes. The initiative will also extend the life expectancy of the current municipal garbage truck, which will now only be used to service the beach, parks, and the municipal buildings. Lastly, Public Works staff will be released from curbside duties to do other needed community projects.



Your thoughts, comments, and suggestions are very important. The municipality is seeking input from residents regarding the solid waste program changes. How can we better serve you? To provide input you can contact the Village Office by calling 604-796-2171 or emailing aisakov@harrisonhotsprings.ca