



POLICY & PROCEDURE MANUAL

SECTION	DUFFERIN COUNTY WASTE SERVICES	POLICY NUMBER	7-1-1
SUB-SECTION	Waste Collection	EFFECTIVE DATE	June 1, 2013
SUBJECT	Waste Collection Program Details		
AUTHORITY	County Council – December 13, 2012 (Resolution #19)		

PREAMBLE:

On January 1st, 2013 the County of Dufferin assumes responsibility for the establishment, operation and delivery of waste collection and treatment programs and services for the County and all its constituent lower-tier municipalities, as per By-law 2010-29. Local municipal contracts for waste collection and processing services continue until May 31, 2013. A County-wide contract commences on June 1, 2013. Guided by By-law 2012-36, this policy document aims to strengthen and further define the waste collection services offered to households and Institutional, Commercial and Industrial properties (IC&I) within the County.

PURPOSE:

To provide details and the procedural framework around which certain Dufferin County Waste Services (DCWS) curbside collection programs will be administered under the contract with Green For Life Environmental East Corporation (GFL). Guided by this framework, DCWS staff will strive to fulfil the duties associated with such curbside collection programs in accordance with the statement of purpose.

POLICY:

Bag Tags

Residents may set out an additional bag(s) and/or container(s) of Garbage for collection, by purchasing a County-issued Bag Tag, and affixing it to the exterior of a bag or other acceptable container containing the Garbage. The cost of each Bag Tag is identified in the Fee By-law. Residents are permitted to place up to a total of 4 bags and/or containers at the curb for collection per week, which includes their regular municipal bag limit allotment, plus any additional. Bag limit exemptions for special considerations will be reviewed in 2014 when County Council is set to review municipal bag limits.

Bag Tags shall be available through local Vendors, including municipal offices and retailers that have signed a Vendor Agreement. Bag Tags will be supplied to Vendors at 95% of the sale value, at a cost as identified in the Fee By-law, to provide the Vendor a 5% commission on sales.

Purchase of Containers

Residents are permitted to purchase and/or replace curbside collection containers, as specified below:

- **Blue Boxes**
 - Each household or approved IC&I is issued to two (2) blue boxes, free of charge;
 - Damaged blue boxes will be replaced free of charge, if damaged blue box is returned at the time of replacement;
 - The cost of additional blue boxes is identified in the Fee By-law.

- **Blue Carts** (Multi-Residential and IC&I) – 95 Gal. (360 Litres)

SUBJECT Waste Collection Program	POLICY NUMBER 7-1-1
--	-------------------------------

- Each IC&I is issued to one (1) cart, or as approved by the Director of Public Works;
- Each multi-residential property is entitled to one (1) cart per 7 dwelling units, or as approved by the Director of Public Works;
- **Green Bins** – 12 Gal. (46 Litres)
 - Each household or approved IC&I is issued to one (1) green bin, free of charge;
 - Damaged green bins will be replaced free of charge, if damaged green bin is returned at the time of replacement;
 - The cost of additional green bins is identified in the Fee By-law.
- **Kitchen Catchers**
 - Each household or approved IC&I is issued to one (1) kitchen catcher, free of charge;
 - Damaged kitchen catchers will be replaced free of charge, if damaged kitchen catcher is returned at the time of replacement;
 - The cost of additional kitchen catchers is identified in the Fee By-law.
- **Green Carts** (Multi-Residential and IC&I) – 32 Gal. (120 Litres)
 - Each IC&I is issued to one (1) green cart, or as approved by the Director of Public Works;
 - Each multi-residential property is entitled to one (1) cart per 5 dwelling units, or as approved by the Director of Public Works.

Purchase of Backyard Composters

Residents are permitted to purchase backyard composters from the County, at a cost identified in the Fee By-law.

Bulky Item Collection

The County's Bulky Item collection program includes large or heavy items such as a sofa, chair, table, mattress, and the like, and is available at all single family homes and multi-residential buildings. This service will be offered to residents on a monthly on-call basis, and the collection will occur on their regular collection day during the last week of the month.

Residents are required to:

- (i) Call the GFL hotline (1-888-941-3345) and schedule a pickup at least one (1) week prior to the proposed collection day;
- (ii) Pay a per-collection fee, as identified in the Fee By-law, with a maximum of 4 items per collection;
- (iii) Place the item at the curb no later than 7:00am on the day of collection, or no earlier than 5:00pm on the day preceding collection.

White Goods Collection

The County's White Goods collection program includes an item such as a refrigerator, freezer, humidifier, air conditioner, stove, washer, dryer, dishwasher, hot water tank, bath tub, solid metal desks, barbecues (not including propane tanks) and the like, and is available to all single family homes and multi-residential buildings. This service will be offered to residents on a monthly on-call basis, and the collection will occur on their regular collection day during the last week of the month.

Residents are required to:

- (i) Call the GFL hotline (1-888-941-3345) to schedule a pickup at least one (1) week prior to the proposed collection day;
- (ii) Pay a per-collection fee, as identified in the Fee By-law;
- (iii) Place the item at the curb no later than 7:00am on the day of collection, or no earlier than 5:00pm on the day preceding collection.

SUBJECT	Waste Collection Program	POLICY NUMBER	7-1-1
----------------	--------------------------	----------------------	-------

Yard Waste Collection

The County's Yard Waste program includes the collection of hedge trimmings, tree prunings, leaves, weeds, yard plants and Christmas trees, and will provide collection to all households in:

- (i) Urban and Rural Settlement Areas (as defined in By-law 2012-36), as per the following schedule:
 - Bi-weekly between April 1st and June 30th;
 - Monthly in July and August;
 - Bi-weekly between September 1st and November 30th; and
 - One week in January.

- (ii) Rural Areas (as defined in By-law 2012-36) on an optional, on-call basis, as per the following schedule:
 - Monthly between April 1st and November 30th.

Residents will be required to call the GFL hotline (1-888-941-3345) to schedule a pickup at least one (1) week prior to the proposed collection day;

Loose Leaf Collection

The County's loose leaf collection program includes loose leaves placed at the curb to be collected for composting. This program is available to designated zones in Grand Valley, Orangeville and Shelburne, where there are high concentrations of mature trees. Note: bagged leaves will not be accepted.

Collection will take place between November and December (weather dependent), and designated areas will receive up to two (2) collections during this time.

Residents are required to:

- Place all loose leaves on the boulevard or on the shoulder, not over catch basins or in the ditches in front of the property;
- Ensure leaves are free of debris and other foreign matter (including sticks, branches, etc.);
- Put leaves out no earlier than seven days before the first day of your pickup, and no later than 7 a.m. on the first day of collection. Designated zone details to follow;
- Remove contaminated piles of leaves or leaves that have been put out after the collection dates.

Waste Services Fee Schedule

Table 1. Waste Services Fee By-law Additions

Bag Tag	\$2.00 per tag
Sale of Bag Tags to Vendors	\$1.90 each
Additional Blue Box	\$5.00 each
Additional Green Bin	\$15.00 each
Additional Kitchen Catcher	\$5.00 each
Backyard Composter	\$30.00 each
Bulky Item Collection	\$20.00 per collection
White Good Collection	\$20.00 per item, plus \$30.00 per item if Freon needs to be removed