

	CORPORATE POLICY SOLID WASTE SERVICES	Policy No: 2,026, Revised
		Approved By: Council
		Effective Date: January 26, 2015
		Resolution No.: 018-15 Department: Planning and Infrastructure

SOLID WASTE SERVICES POLICY

POLICY STATEMENT

This policy will provide basic guidelines for the provision of solid waste services within the City of Spruce Grove.

1. PURPOSE

The purpose of the Solid Waste Services Policy is:

- 1.1 To ensure that consistent solid waste collection and disposal services are provided for all eligible properties in the City of Spruce Grove.
- 1.2 To support the approved level of service for solid waste management through the provision of appropriate methods and practices.
- 1.3 To reflect practical adjustments that may be required seasonally or operationally to maintain high quality solid waste services.

2. DEFINITIONS

- 2.1 “Automated Collection” means a method of collection utilizing mechanical means not requiring the operator to leave the equipment to assist with the loading process.
- 2.2 “Black Cart” means the City supplied roll-out cart provided for the collection and disposal of domestic waste materials.
- 2.3 “Blue Bag” means a bag provided by a customer for the collection and disposal of recyclable materials.
- 2.4 “Christmas Tree Collection” means the annual collection of Christmas trees from eligible properties.
- 2.5 “Eco Centre” means the City’s central recycling depot.
- 2.6 “Eligible Properties” means residential dwellings as defined in the *Municipal Utility Services Bylaw*, as amended.

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2.7 “Fee Recovery Basis” means the charging of disposal fees at the Eco Centre to cover the cost associated with the operation of the facility and all further disposal charges.

2.8 “Garbage” means non-recyclable and non-organic material requiring disposal.

2.9 “Green Cart” means the City supplied roll-out cart provided for the collection and disposal of organic waste materials.

2.10 “Large Item Collection” means the collection of limited quantities of specified large items from eligible properties.

2.11 “Organic Bag” means a compostable bag provided by a customer for the collection and disposal of organic materials.

2.12 “Recyclable items” means items that can be recycled that are collected from residential dwellings or dropped off at the Eco Centre.

2.13 “Semi-Automated Collection” means a method of collection utilizing mechanical means which includes a requirement for the operator to leave the equipment and assist with the loading process when necessary.

2.14 “Spring Collection” means the time of year when solid waste collection locations are relocated from alleys to the front-street.

3. SERVICES PROVIDED

The Solid Waste Services Policy provides the following:

3.1 The City of Spruce Grove will provide solid waste collection services to eligible properties within the legal boundary of the City of Spruce Grove through the employment of contracted services, or through a combination of contracted services and in-house operations.

3.2 Solid waste collection will occur from either front-street or alley locations, utilizing the appropriate personnel and equipment.

3.3 Solid waste collection locations may be relocated from alleys to the front-street annually during spring collection, or at other times when roadway conditions dictate.

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3.4 Solid waste collection services shall be provided by automated and semi-automated materials handling methods.

3.5 Solid waste services will be provided to all eligible properties with valid current utilities accounts with the City of Spruce Grove in accordance with advertised collection schedules.

3.6 Owners or occupants of properties not defined under 3.5 as eligible properties shall be responsible for their own solid waste services.

3.7 Condominium corporations and similar associations shall be responsible for the provision of solid waste services to their residents.

3.8 Waste collection from eligible properties is limited to the capacity of the City roll-out carts provided and, with the exception of compostable organic bags or tied bundles of branches, no additional waste will be collected.

3.9 Excess waste generated by customers may be disposed of at the Eco-Centre on a fee recovery basis at the prevailing rates.

3.10 Blue Bag service for recyclable materials is not volume limited and shall be provided for all eligible properties with a valid utilities account registered by the City of Spruce Grove.


4. OPERATIONAL PROCEDURES

4.1 Communication of routine day to day operations concerns and required actions of the contractor shall be through the Supervisor of Utilities.

5. RESPONSIBILITIES

5.1 The Director of Public Works shall be responsible for the overall implementation and coordination of all Solid Waste Services operations.

5.2 Wherever the term “Director of Public Works” is used, it is intended to mean either the Director of Public Works or any person who may be designated from time to time to act in his/her stead.

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5.3 The Director of Public Works is responsible for the maintenance and updating of this Policy.

6. LEVELS OF SERVICE

The City will provide the following solid waste services to residential dwellings within the corporate limits of the City:		
SERVICE	FREQUENCY	SERVICE LOCATION
Garbage Collection (black cart)	Weekly schedule	Front-street or alley
Organics Collection (green cart)	Weekly schedule (mid-April > mid-November) Monthly schedule (2 nd full week of Dec. > March)	Front-street or alley
Recyclables Collection (blue bag)	Bi-weekly schedule	Front-street or alley
Large Item Collection	Annually for one week only (between May 1 and June 30)	Front-street or alley
Christmas Tree Collection	Annually in January	Front-street or alley

The City will provide the following solid waste services to residential and non-residential dwellings on a fee recovery basis:		
SERVICE	FREQUENCY	SERVICE LOCATION
Household Hazardous Waste Disposal	Year round	Eco Centre
Garbage Disposal	Year round	Eco Centre
Blue Bag Recyclables	Year round	Eco Centre
Separated Recyclables	Year round	Eco Centre
Organics Disposal	Year round	Eco Centre
Electronics Disposal	Year round	Eco Centre
White Goods Disposal	Year round	Eco Centre
Used Engine Oil Disposal	Year round	Eco Centre

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7. PUBLIC RELATIONS

7.1 The Public Works Department will manage enquiries or service requests between 08:30 and 16:30 on regular business days.

7.2 The public can utilize the City's website at www.sprucegrove.org to access solid waste services information.

7.3 Service requests for missed collections shall be recorded and conveyed to the contractor for action each business day.

7.4 Calls requesting action by the City will generate a work order based response on the next business day where action is necessary, or on the same business day if calls are of an emergency nature. A log shall be kept to record pertinent information related to calls.

RELATED DOCUMENTS

Bylaw C-886-14, Municipal Utility Services, as amended.

APPROVAL

Mayor: Original signed by Stuart Houston

Date: January 27, 2015