

2021 Automated Garbage Collection

Frequently Asked Questions

Why is automated collection better?

1. Service Improvements and Convenience:
 - Residents are no longer required to buy garbage cans.
 - Due to the design of the carts, residents will find that they have less litter, odor and pest problems.
 - There is a cost savings to the Town's operations because automated collection is more efficient.
 - Carts are convenient, maneuverable, easy to roll and extremely durable.
2. Reduced Injuries
 - Provides a safer work environment for collectors.
 - They will not suffer from the typical injuries that go with repeatedly lifting heavy objects into a truck (e.g., leg, back and shoulder injuries).
 - Nor will they risk injury from sharp objects in garbage bags (e.g., hypodermic needles, broken glass, nails)

How does automated collection work?

From inside the vehicle, the driver activates a mechanical arm on the garbage or recycling truck to pick up, empty and return the cart to its location. Automated collection requires the use of specialized carts which will be supplied by the Town and delivered to all eligible residents

When does the program start?

The program start date is **May 3, 2021**. New carts will be delivered starting **April 21, 2021**. There is no need to call the Town to place an order, as carts have been ordered for all eligible households. All bins will be delivered to the front of the residence for ease of handling and drop off from the supplier. It will be the responsibility of the home owner to then place their bin at the current area of pick up.

Do I need to buy these carts?

No. The Town will provide your home with one cart. The carts belong to the Town of St. Paul. They will be registered to your property address and will remain at that address if you move.

Will my garbage collection day change?

No. The collection schedule will be maintained as usual.

What size is the garbage cart?

Single-family properties receive one 360-litre garbage cart per dwelling unit, which has more capacity than the Town's current bag limit. If seniors called in to register in advance for a smaller cart than they will be receiving one 240-litre garbage cart.

Where do I store my carts?

Most residents choose to store carts in a convenient location such as their carport, garage or at the side of their house. The footprint (dimensions at the base of the cart) is not appreciably larger than average-size garbage containers. The carts cannot be stored on the road, boulevard and back alley (on town property). Once your waste has been collected by the truck residents have a **maximum of 24 hours to remove** their bin from the area of collection back to their property.

Where do I set out my cart for collection?

Carts must be placed for collection by 7:30 am of the scheduled pick up day. The Town is rolling this program out as a pilot project and maintaining the collection points at your current area of collection. Meaning, if you currently place your garbage in the back alley for pick up than the same area will apply for the garbage carts. That being said, the carts must be placed away from obstacles to ensure safe and efficient pick up from the truck. The wheels of the cart must be placed against your property with the address bar facing the alley. For curb side areas place the bin with the wheels

against the curb with the address bar facing the street. Ensure there is minimum of 1m (3 feet) between obstacles such as vehicles, trees, phone poles, etc. See picture for more detail.

What if vehicles, trees or poles interfere with cart pickup?

Residents who experience difficulty with cart placement on collection day should contact the Town's Public Works Department at 780-645-3509 for assistance. Proper cart placement is essential for efficiency of the automated collection system.

How do you know which cart belongs to each address?

Every cart has a serial number and is electronically tagged, so carts can be traced to each address. There is also a spot on the front of the cart to write your address with a permanent marker.

What happens to the cart if I move?

The automated cart is the property of the Town of St. Paul and is assigned to each residential property through a serial number. The cart remains at the residence once it is sold, the cart does not move with the occupants.

What about parking on collection day?

We ask residents not to park at the curb on collection day, if possible. Drivers parking vehicles on Town streets should be aware of other vehicles operating on the streets, including: garbage collection vehicles, snowplows, fire trucks, ambulance and police.

Can I place materials beside the cart if I don't have enough room inside?

No. Otherwise, you must save any garbage that doesn't fit in your cart until the next collection day. For any larger items that do not fit in the carts the Town would be happy to accept this at the Transfer Station north of town.

What do I do with my old garbage cans when the program starts?

Before you throw out your cans, please consider how you might repurpose the cans. The cans can be used as an extra storage container in your yard or garage for wood, yard material, or anything else you need stowed away. **If you require assistance to remove your current receptacle, please contact the Town's Public Works department to further discuss removal.** These receptacles can NO longer be kept on town property in the back lanes.

Back Alley Pickup



Curbside Pickup

