

# New Collection/Processing Contract

## Frequently Asked Questions

### General Contract Info

#### 1. When is the new contractor starting?

November 1<sup>st</sup>, 2019.

#### 2. Who do I call if I have questions or concerns about my collection?

Before November 1:

- call WCC at 705-742-4268, or;
- County of Peterborough at 705-775-2737, x0

After November 1: if you are a resident

- call Emterra at 705-742-3139, or;
- County of Peterborough at 705-775-2737, x0

After November 1: if you are a township

- Email the County with the Resident Concern Form, or;
- Call the County of Peterborough at 705-775-2737, x0

#### 3. Does this new contract cost more?

The increase in cost for this new contract works out to about \$0.13/hh/wk.

The previous contracts that were in place were a decade old, meaning that the pricing was no longer current. When issuing the Request for Proposals, the County anticipated an increase in costs very similar to the pricing that was received.

In addition to the new pricing adequately covering the true cost to operate the Blue Box program, Emterra will be incorporating improved technology to the sorting facility to ensure that County materials can be successfully recycled at a price that is affordable for the long term.

#### 4. Who is collecting my material right now?

Waste Connections of Canada, who can be reached at 705-742-4268.

#### 5. Why are we changing contractors anyway?

The current contracts have expired and this was an opportunity to unify processing and collection to ensure a good quality product goes to market. This means that our program will remain affordable and that we will have access to markets, ensuring that our materials are recycled into new products.

## Bags

### 6. Why can't I use bags?

Bags hinder the sorting process because the facility that accepts our material is not designed to take material out of the bags. This means that the bags have to be opened by hand, and this can only happen when and if there is time. Hand opening bags in this fashion presents a safety hazard to workers who can be cut by sharp edges or suffer repetitive strain injuries from ripping plastic bags.

Even if the bags are ripped open, much of the **sticky packaging** material that was in them gets stuck in the bag and can end up in the garbage.

It is easier to address contamination if material is loose in a box; the collector can pick out the individual items and leave them behind at the curb, whereas if there is contamination in a bag of recycling, they have to leave the whole bag behind.

Because the material in bags doesn't settle and spread out into the corners of the truck, bagged recycling takes up more space in the collection truck and requires more trips to and from the sorting facility. This adds unnecessary costs to the program, uses more fuel than necessary and increases wear and tear on our road network.

### 7. The previous contractor told me to put it in bags why has that changed?

Each contractor is permitted some leeway in determining how to conduct operations in the most efficient way possible. The previous contractor may have identified your area as a location from which bagged material improved the efficiency of collection in an effort to keep collection costs low.

Unfortunately, bagged material adds significant cost to the sorting process and results in less material being successfully recycled (see "**Why can't I use bags?**" for more information). Since Emterra will be responsible for both collection and sorting, they must balance collection efficiency with sorting efficiency to create a program that has overall affordability to the County. In creating this balance, Emterra and the County have identified the need to minimize the use of bags as much as possible.

### 8. My recycling blows out of my Blue Box on windy days.

Try the following tips, borrowed from our friends at Whitchurch-Stouffville

- Place heavier items such as books and magazines on top of the lighter items. This should help prevent light blue box materials (such as paper) from blowing out of the bin and littering the streets.
- Bundle cardboard and newspapers separately. These bundles can act as a 'lid' for your blue box.
- On windy days, consider putting your recycling boxes out for collection in the morning, rather than the night before.
- **If possible, skip that week's collection and place your recycling out the following week if your blue boxes aren't full.**

- Don't overfill your blue box, keep material below the rim to prevent the wind from catching it and blowing it out of the bin. There is no limit to residents for the number of blue boxes put out for weekly collection.
  - Need more Blue Boxes? Boxes can be purchased at the County office, or your local Township office for \$5.
- Place your garbage bag on top of your blue box to hold materials in.
- Place your Fiber (paper) box on top of your container box to prevent wind from blowing containers out.
- Avoid placing blue boxes on top of snow banks. If the wind is strong enough, it will blow these bins over, causing recyclables to spill all over the street.

## 9. I've always used bags. Where do I get a box?

The County of Peterborough sells Blue Boxes for \$5. Our office is located at 310 Armour Rd, Peterborough. Alternatively, you can purchase a box from your local Township office.

## Collection Times

### 10. Why has my collection time changed?

It is important to remember that there is no set "collection time", only a collection day. The only way to ensure your material is collected is to place your materials to the curb **by 7am** on the day of your collection.

While contractors make every effort to ensure that their arrival at your home is as predictable as possible, a number of factors will impact collection times, such as:

- **Road conditions** – when roads are icy or snow covered, the order that the truck completes its route will change in order to allow plows time to clear side roads. This means the truck can arrive earlier in some areas and later in others.
- **Weather** – weather can impact visibility for the driver and the ability of the collector to move quickly when picking up material. This slows down the collection operation.
- **Driver absence** – like all workplaces, there will be occasional absence due to illness, injury and family emergencies. When this occurs, the route that the absent worker collects is divided up among other workers, and they "squeeze" in the stops with their other work. This can mean you will be collected earlier or later in the day.

## Materials Left Behind

### 11. I have always recycled [item], why doesn't this collector take it?

There has been no change to the materials that are accepted in the blue box.

Unifying the collection and processing contracts means that Emterra will be responsible for both portions of the work.

Emterra will not only collect the material, but they will have to ensure they can sell it to a market. This means there is more responsibility on them to pick up only what is part of the program. Leaving non-recyclable materials behind ensures Emterra isn't double-handling

materials and adding unnecessary costs to the program. The drivers will now be more familiar with the sorting and marketing process and will have a more in-depth understanding of what is and isn't recyclable.

Ensuring garbage is not collected in the blue box keeps costs low by reducing the amount of garbage managed at the plant. It is more expensive to manage garbage at the sorting facility than it is to just put it in the garbage the first time.

## **12. The driver is throwing all the material in the same compartment of the truck, why do I have to sort it?**

We promise you, the material is going into two different compartments! Watch for a video link to come shortly to learn more about how recycling is sorted into the truck.

## **13. Why is my recycling not being collected, I'm sorting it the same way I always have!**

There has been no change to the way materials need to be sorted in the Blue Box.

Unifying the collection and processing contracts means that Emterra will be responsible for both portions of the work.

Emterra will not only collect the material, but they will have to ensure they can sort it quickly, and in a manner that is cost efficient to the County. The two-container system in the County is one of the lowest-cost and highest-quality methods of collection.

Ensuring materials are sorted correctly at the curb before they are collected keeps Blue Box costs low by reducing the amount of time and money spent re-sorting the material into the correct stream.

If your materials have gone uncollected, look for a coloured sticker (it peels off), on your blue box. This is how your collector will communicate why materials are left behind.

## **14. Why are there more rules?**

The rules for the Blue Box program have not changed. The same materials are collected and we ask that they continue to sort the same way. You may find that the collector leaves materials behind more frequently than before. See "**I have always recycled [item], why doesn't this collector take it?**" for more information.

## **15. Do I have to take labels/lids off?**

There is no need to remove labels or lids from your containers.

## **16. Should I crush my containers?**

There is no need to crush your containers.