

Questions & Answers re: Automated Curbside Pick-up

Has your cart been missed? Please review the questions before to see if you fall under any of these issues. If you don't, please give our office a call to inform us. We can then review the camera footage from the trucks to better understand what happened.

1. Is my pickup time the same? Your waste collection day will be changing!

Your pickup day will be every second **Monday beginning July 17, 2023.**

2. Was your cart set out by 7:00 am?

Carts **must be out by 7:00 am.** Please make sure the lids are secure so you don't have to worry about animals getting in them. If it is a full cart, you shouldn't have to worry about wind taking it either. Make sure your lid is completely closed.

3. Was it set out on the street?

The cart needs to be set out **on the front road**, not on the sidewalk or the boulevard or in the driveway. If there are no vehicles, it can be set against the curb. Otherwise, make sure there is four feet of clearance from the vehicle or anything else.

4. How come my cart wasn't emptied completely?

The tipping process does not involve shaking the cart to ensure it is emptied. We will talk with our drivers to make sure they tipped completely to 180 degrees, but try to ensure garbage is not too tightly packed that something can get stuck in the bottom of the cart. **Our trucks have cameras, so we are able to track the time of pickup.**

5. Why was my cart missed?

There must be 14 feet of overhead clearance for the arm to reach into the top of the truck. If overhanging branches are in the way they may be unable to pick up your cart. Other reasons your cart may have been missed is because it was placed backwards, sideways, lid was not completely closed, vehicle parked too close after it was put out, or it was not put out on time.

6. Are the carts spaced 4 feet or more away from vehicles or each other?

The arm of the truck opens up to wrap around the cart to tip it. It requires at least four feet of clearance around each cart.

7. Was the cart over-filled?

The lid must be completely closed to tip the cart. Otherwise, garbage can fall out on the street as the cart is being tipped, and our drivers can't pick it up manually and place it in the top of the truck.

8. I have left over garbage tags from the tag-a-bag system, what can I do with them? Can I get a refund for them?

Garbage bag tags are no longer needed for residential pickup. REACT will not be issuing any refunds for tags. You can use them towards payment for waste taken to the transfer station.



*Welcome To The Town of Wakaw
 Automated Curbside Collection Program!*



REACT Waste Management District
 307 - 12th Street
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 Email: react@sasktel.net
 Website: www.reactsask.ca
 Facebook: www.facebook.com/REACTWaste

Automated Curbside Garbage Collection

Your waste cart is meant for household garbage only.

To ensure proper service, please remember:

Collection Day: All carts must be set out at 7AM on the main road. (please refer to your collection schedule for dates) **Garbage tags are no longer required.**

Garbage:

- ✓ ALL garbage must be bagged.
- ✓ Broken glass or sharp items should be in a puncture-proof container.
- ✗ Items placed beside the carts will not be picked up. Items placed on top of the carts will result in your cart not being tipped.
- ✓ If necessary, compostable material can be put in the waste bin, but we encourage residents to compost to reduce waste going to the landfill and the reduction of greenhouse gasses.

- ✗ Do not place tree branches in garbage carts.

General Guidelines for Garbage:

- ✗ **DO NOT OVERFILL** your cart! The lid must be closed completely or your cart will not be tipped. Tipping an overfilled cart can result in the contents falling on the street and/or a damaged cart! Replacement cost is \$110.
- ✓ Return your cart to your property within 24 hours after collection to help protect your cart from vandalism.
- ✓ Place your cart on the curb by 7 am on your collection day.
- ✓ Place your cart on the street with the wheel slightly away from the curb area.
- ✗ For safety and liability reasons, the cart will not be tipped if it is placed on the boulevard, sidewalk, or on your property.
- ✓ Place the arrows on the cart lid toward the street.
- ✓ Ensure that there is 4' (feet) of clearance on both sides of your cart and 15' (feet) clearance above. **The arms of the truck wrap around the cart and lift it.** Therefore, if it is too close to a parked vehicle or other obstruction, it will not be tipped to avoid damage.
- ✗ Do not paint or write on cart.
- ✗ Do not remove cart from your residence.

Items Not Allowed In Or Near Carts:

- ✗ Ashes of any kind
- ✗ Automotive parts, oil filters, oil, etc.
- ✗ Reno/construction/demo material (ex. boards, roofing material, carpet, etc.)
- ✗ Sod, dirt, concrete
- ✗ Household hazardous chemicals/cleaners
- ✗ Dead animals

Since garbage pickup will only be bi-weekly starting Monday July 17 2023, please make sure to utilize your community recycle centre to save room in your garbage. Remember to not contaminate the recycle center bins with garbage as it will ruin an entire truckload of recycling.

We thank you in advance for your cooperation.



CURBSIDE BIN PROGRAM

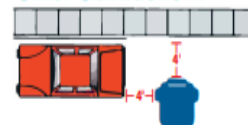
Each residential household will receive one wheeled garbage cart. Waste shall be thoroughly drained of all liquids and securely wrapped in plastic or plastic bags before it is placed in a waste cart. **All residential areas shall receive front street collections all year round.**

Residential waste containers including **larger bins, other than the curbside carts** provided by REACT, **are prohibited unless a valid permit is obtained** from the Town Administrator.

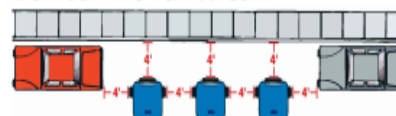
Ideal Location Snow Bank



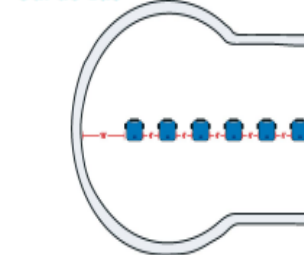
Close to a Parked Car or Other Obstructions



Between Two Parked Cars



Cul-de-sac



PLACING YOUR CART

Carts must be placed for collection no later than 7am on collection days. How to properly place your cart for collection.

1 PLACE IT!

Place your cart on the street with the wheels against the curb area so the truck has enough room to pick up. Allow 4 feet of clearance on both sides of the cart from objects such as other carts, vehicles, etc. Ensure the lid is completely closed.

2 POINT IT!

Point the arrows on the cart lid toward the street.

3 RETURN IT!

Return the carts to your property within 18 hours after collection.



PROTECT YOUR CART

Record the Serial Number of each cart. This helps identify your carts if there are issues such as damage or loss.

BLACK GARBAGE CART Serial Number: _____