

From: "Johnston, Sadhu" <Sadhu.Johnston@vancouver.ca>

To: "Direct to Mayor and Council - DL" <CCDTMACDL@vancouver.ca>

Date: 12/22/2016 4:46:04 PM

Subject: Missed Collections

Attachments: [Memo - Missed Collections KR.PDF](#)

Dear Mayor and Council,

Please see attached memo from Jerry Dobrovolny, GM - Engineering, providing an update on progress to address missed garbage, green bin and recycling collection citywide.

A short summary of the memo is as follows:

- Missed collections due to weather over the last few weeks
- Outlines our coordinated efforts to address the challenges with access due to snow and ice
- Provided the opportunity for residents to set out extra bags of garbage for collection at no extra cost
- Allows residents to deliver their household waste to the transfer station at no cost on Dec. 24, 26 and 27.

Collection notifications and up-to-date service alerts will continue to be provided through VanCollect on the Web at vancouver.ca/garbage and through 311.

Best
Sadhu

Sadhu Aufochs Johnston | City Manager
City of Vancouver | 453 W 12th Avenue
Vancouver | BC V5Y 1V4
604.873.7627 | Sadhu.johnston@vancouver.ca
Twitter: [sadhuajohnston](https://twitter.com/sadhuajohnston)



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ENGINEERING SERVICES
Jerry Dobrovolny, P.Eng.
City Engineer / General Manager

MEMORANDUM

December 22, 2016

TO: Mayor and Council

CC: Sadhu Johnston, City Manager
Paul Mochrie, Deputy City Manager
Janice MacKenzie, City Clerk
Lynda Graves, Manager, Administration Services, City Manager's Office
Rena Kendall-Craden, Director, Communications
Kevin Quinlan, Chief of Staff, Mayor's Office
Katie Robb, Director, Communications, Mayor's Office
Naveen Girn, Director of Community Relations, Mayor's Office
Albert Shames, Director, Waste Management & Resource Recovery

FROM: Jerry Dobrovolny, General Manager of Engineering Services

SUBJECT: Missed Collections

Dear Mayor and Council,

This memo provides an update on progress to address missed garbage, green bin and recycling collection citywide that have resulted from the recent atypical winter weather.

During this period of weather related collection delays, fees for extra garbage bags will be waived for residents whose regular collection has been missed. Staff are working diligently to address all outstanding missed collections before Christmas.

In addition to our ongoing collection efforts, for those Vancouver residents who want to and are able to deliver their household waste to the Vancouver South Transfer Station we will waive tipping fees on December 24, 26 and 27 for their residential waste. This does not include mattresses, furniture or materials not regularly collected by City garbage trucks.

Collection in areas with hills or steep laneways has been extremely difficult and in some cases unsafe due to the ice and slippery conditions. We have been prioritizing public and worker safety by not collecting in areas where we are unable to access laneways and alleys safely. In

City of Vancouver, Engineering Services
320-507 West Broadway
Vancouver, British Columbia V5Z 0B4 Canada
tel: 3-1-1, Outside Vancouver 604.873.7000
website: vancouver.ca



many locations there are dangerous, icy conditions that could lead to accidents, injury or unintended damage to property.

To expedite access in hard-to-service areas, City crews and available snow equipment have been redirected to those locations that are currently inaccessible and/or dangerous to access. City staff will work closely with MMBC's contractors to coordinate accessibility for collection of recyclables.

Collection notifications and up-to-date service alerts will continue to be provided through VanCollect on the Web at vancouver.ca/garbage and through 311.

 for

Jerry W. Dobrovolny, P. Eng., MBA
General Manager of Engineering Services

(T) 604.873.7331

(E) jerry.dobrovolny@vancouver.ca