

NEW

**Automated cart
program begins
September 9th,
2025**

City of Duncan

Residential Curbside Collection Guide



**City of Duncan
Public Works Department**

250.746.5321

duncan.ca/curbside



A message from Mayor Staples

I am pleased to introduce you to the City of Duncan's new automated curbside collection program! Please use this guide to familiarize yourself with how the automated system works and find answers to common questions.

Automated collection allows your recycling, garbage, and organics to be picked up by a truck with mechanical arms, rather than staff manually lifting carts into the truck. This will reduce heavy lifting and injuries for our collection team, and residents will benefit from having City-provided carts with a larger capacity than is currently accepted, wheels for easier transport, and the introduction of yard waste collection included with organics.

As we introduce automated collection, the first 90 days with the new carts will be a time to test the new system, and we ask for patience during this time of adjustment. After 90 days, if you find the cart sizes aren't large enough for your household you will be able to request additional carts. More information is included in this booklet.

Mayor Michelle Staples



What you need to know:

- **There are no changes to the collection schedule or routes.**
- Residents will receive three new carts delivered to their home: one for **recycling**, **garbage**, and **organics**.
- Homes with registered secondary suites will receive two sets of carts.
- Residents should begin using the new carts starting on September 9, 2025.
- On collection day, carts must be placed in the street as close as possible to the curb and spaced 3 feet (1 metre) from other objects including parked cars.
- The maximum weight that can be placed in any cart for collection is 75 lbs.
- After 90 days, residents may request a second cart or set of carts if they require more capacity (fees apply).
- Garbage tags may still be used if you have occasional garbage that does not fit in your wheeled cart. Extra garbage must be bagged and placed in a resident-owned 77L (standard size) garbage can with a garbage tag clearly visible on the lid or garbage bag. These will be manually collected by collection workers and can weigh a maximum of 50 pounds. Tags may be purchased at City Hall.
- The City will continue to provide the additional service of glass pick-up 10 times/year. To be collected, glass must be clean, unbroken, and in a bin marked “glass.”

More details at: duncan.ca/curbside



What to do with old bins/totes

How you dispose of or repurpose your existing bins or totes is up to you. Old bins may be used to:



Store refundable beverage containers or other items that go to the recycling depot



Collect rainwater



Store pet food



Store yard equipment or materials



Move soil or other yard materials around your property

**What else
can you
think of?**

Cart capacity



The weight limit for all carts is 75 lb. Overweight carts create micro cracks in the plastic. Make sure your cart is the correct weight!

Keep track of your carts

**Write your address
inside the cart lids using
a permanent marker.**



Record your serial numbers

On the side of each cart, there is a serial number that identifies your container. Record this number here and keep it for your records in case your carts ever go missing:

**Blue recycling
cart serial #**

**Black garbage
cart serial #**

**Green organics
cart serial #**

**These carts are the property of the City and are
micro-chipped with your address. Please don't take
them if you move!**



TIP: Missing or damaged carts

To request a replacement cart or to report a lost or stolen cart, call **250-746-5321** or email **publicworks@duncan.ca**.

Sorting your carts

Blue recycling cart



✓ Accepted materials

- Cardboard
- Newspaper
- Mixed paper
- Plastics (#1-7)
- Tin and aluminum

✗ Unaccepted materials

- Glass
- Styrofoam
- Plastic bags and toys
- Containers for oil, paint or other hazardous materials

TIP: Make more room in your cart by flattening items like boxes, milk jugs and recyclable containers.

TIP: Do not bag recyclables. Place items directly into the blue cart.

Black garbage cart



✓ Accepted materials

- Household waste for disposal at the landfill
- Items that are not recyclable and cannot be reused or composted
- House pet waste (not in excessive amounts)

✗ Unaccepted materials

- Hazardous materials
- Demolition and construction materials
- Electronics and e-waste
- Pharmaceuticals and medications
- Rocks, dirt, soil

TIP: Donate, re-purpose, or recycle items you don't need anymore to reduce the amount of waste going to a landfill.

Green organics cart



✓ Accepted materials

- Household food waste and organics
- Grass clippings
- Leaves
- Non-toxic weeds (e.g. no poison hemlock)
- Branches less than 1.5 cm (0.5 in) thick and 60 cm (24 in) long
- Cardboards
- Paper bags

✗ Unaccepted materials

- Plastic
- Plastic bags
- Compostable or biodegradable bags (even these contain plastic)
- Pet waste
- Construction materials
- Concrete
- Ashes
- Rocks, dirt, soil
- Branches more than 1.5 cm (0.5 in) thick and 60 cm (24 in) long

IMPORTANT: The City's organic waste is being contaminated by plastic in bin liners/bags that are sold as "compostable" or "biodegradable." These liners are not allowed in most composting facilities under the BC Organic Matter Recycling Regulation. Instead of using compost bags, line your kitchen bin with newspaper or paper towels, or try going liner-free!

Cart placement on collection day

Putting your carts out the right way on collection day ensures your carts can be collected safely and on schedule. Cart placement is important to ensure that the truck's mechanical arm has enough room to pick up and empty each cart.



TIP: Don't overflow your cart

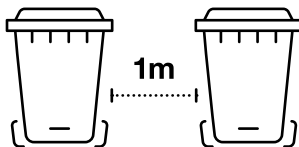
All material must be placed in the cart with the lid completely closed. Overflowing carts and material placed outside of the carts (except for extra garbage cans with a tag for extra collection) will not be collected.



Placement

Set carts out at the curb by 7:30am on your collection day. Do not place carts out the night before.

Place the carts so the arrows on the lid point toward the street and the wheels are against the curb.



Spacing

Space carts 3 feet (1 metre) apart from each other and surrounding objects

Ensure there is at least 9 feet (3 metres) of space above each cart.

If your cart does not have the required spacing, it will not be collected.



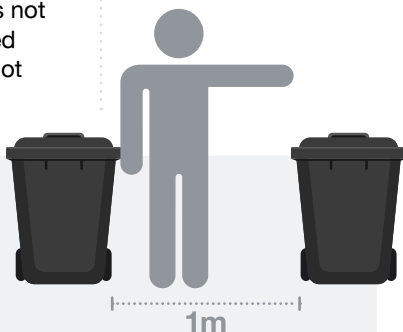
Removal

Remove empty carts from the curbside after they have been serviced and no later than 10pm on your collection day.



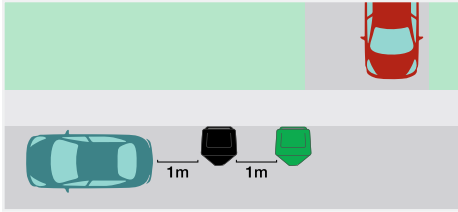
TIP: Spacing your carts

What is 3 feet or 1 metre? An arm's length between each cart is approximately 3 feet or 1 metre.



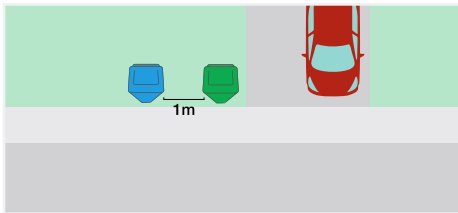
How to place your cart at the curb

For some properties, carts will need to be placed within the driveway. While inconvenient, this will be the only option in some places.



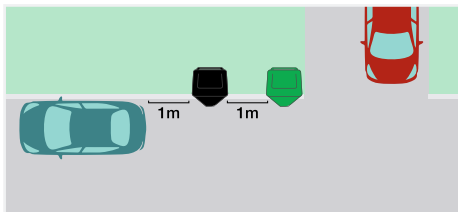
On-street parking with curb

If there is on-street parking in front of your house, place your carts on the street with the wheels touching the curb and the arrows on the lid pointing to the street.



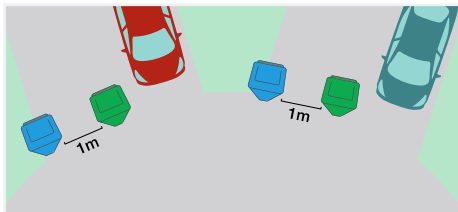
No on-street parking

If there is no on-street parking in front of your house, place your carts in the grass or landscaping located at the end of your driveway, with the arrows on the lid pointing to the street.



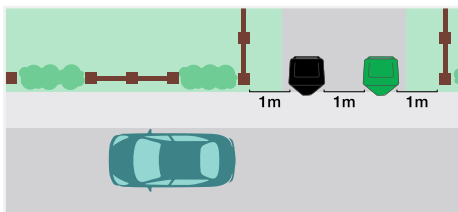
On-street parking without sidewalk

If there is on-street parking in front of your house and you do not have a sidewalk, place your carts together at the end of your driveway or at the curb with the arrows on the lid pointing to the street.



Cul-de-sacs

In cul-de-sacs, place your carts at the end of your driveway with the arrows on the lid pointing to the street. Please ensure cars are parked in the driveway on collection days to ensure sufficient spacing for collection trucks to collect this material.

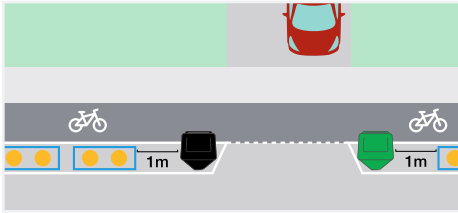


On-street parking without useable boulevard strip

If there is no usable boulevard strip in between your house, place your carts in the front of your driveway in alignment with the curb.

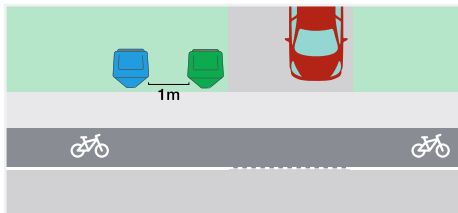


Carts may not obstruct a sidewalk or bike lane in any way.



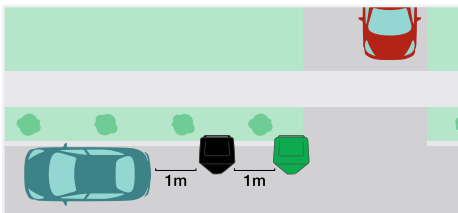
Bike lanes with barricades/ bollards

If there is a bike lane in front of your house that has bollards, place your carts at the end of the driveway with the arrows on the lid pointing to the street. Ensure each cart is placed in a location on either side of the driveway entrance that provides 1m clearance in between any bollard or cart.



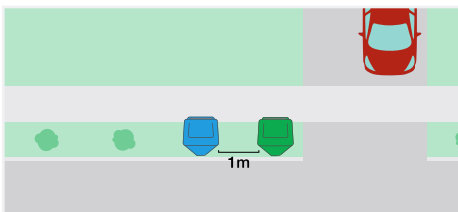
Bike lanes without barricades/ bollards

If there is a bike lane in front of your house that does not have bollards, place your carts together in the grass or landscaping located at the end of your driveway, with the arrows on the lid pointing to the street.



On-street parking with boulevard strip

If there is a boulevard strip in between your house and the road, and there is on-street parking in front of your house, place your carts together with your wheels touching the curb and the arrows on the lid pointing to the street.



No on-street parking with boulevard strip

If there is a boulevard strip in between your house and the road, and there is no on-street parking in front of your house, place your carts together in the landscaping close to the curb with the arrows on the lid pointing to the street.

Important information

Missed collection

Common reasons why your cart was not collected:



Cart was not at the curb by 7:30am



Cart was overflowing or did not have a closed lid



Access to cart was blocked by a parked car, utility pole or other obstruction



Cart was overweight (more than 75 lbs)



Carts were too close together



Cart contained prohibited materials

If none of these reasons apply, you can report a missed collection by calling Public Works at **250-746-5321** or emailing **publicworks@duncan.ca**.

Snow and ice



Curbside collection may be disrupted during ice and snow conditions. If this happens, the City's website or social media pages are the best source of information.



duncan.ca



facebook.com/CityofDuncan/

Carts should still be placed out for collection during or after a snow event unless the City has announced otherwise. Carts must be placed clear of any snow berms and must not obstruct vehicle or sidewalks. The best place to set carts out during a snow event is at the front of your cleared driveway.



TIP: clear snow from your cart lids prior to collection.

Not sure what goes where?



Check out the CVRD's Recyclopeda search tool at
www.cvrld.ca/2584/Recyclopeda

2025 Collection Schedule

June 2025						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

July 2025						
S	M	T	W	T	F	S
		H	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

August 2025						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

September 2025						
S	M	T	W	T	F	S
	H	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	H				

October 2025						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	H	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

November 2025						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	H	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

December 2025						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	H	H	27
28	29	30	31			

January 2026						
S	M	T	W	T	F	S
				H	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

February 2026						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	H	17	18	19	20	21
22	23	24	25	26	27	28

LEGEND

Please consult this calendar as your scheduled pick up day
 may be affected by statutory holidays.



Garbage and
Organics Collection



Recycling and
Organics Collection



or Yard Waste & Glass
Collection in Addition to
Regular Collection



Holiday

Yellow Route Tuesday

Blue Route Wednesday

Red Route Thursday

Don't know which route you are on?

See the Collection routes map on the next page
 or visit duncan.ca/curbside to view it online.

Collection routes

The City has separated garbage pick-up into three routes that run Tuesday, Wednesday, and Thursday. The routes are shown below with each colour corresponding to a different day. If you have trouble figuring out which route your property is on, please call Public Works at **250-746-5321** or email **publicworks@duncan.ca** and provide your street address.

Yellow route Tuesday

Blue route Wednesday

Red route Thursday

