

To date, based solely on initial response from first mail-outs, over 30% of our total customer base have signed up for the service. Of the total responses to date, 80% have expressed interest in receiving the service, indicating a high level of acceptance of the operating protocols. The recycling facilitation team will be spending the remainder of the summer season doing follow-ups on those complexes whose representatives have thus far not made any attempts to arrange for a site visit.

2.2 Review of Individual Site Requirements

Some multi-family complexes are more difficult to provide collection service to because of internal loading ramps, barriers, or lack of appropriate refuse and recycling areas. For these reasons individual site visits are arranged and workable solutions must be developed by staff in conjunction with the complexes caretakers and managers.

Common to all sites is the need to have totes delivered by caretakers to an area mutually acceptable to the customer and Burnaby. Generally these are governed by safety factors involved when bringing recycling vehicles off of Municipal road allowance and into confined areas. It must be noted that for safety reasons no recycling vehicle should go into a reverse motion for more than one vehicle length onto private property.

3.0 CONCLUSION

Staff will continue to work with representatives from the strata council in an effort to arrive at a workable solution that takes into account access ramps on the site and distances to curbside so that the residents of this complex can also take advantage of this recycling opportunity being offered as part of collection services.

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