

Abbotsford, British Columbia

Automating Successful Single-Stream Collections

At the hub of the Fraser Valley is Abbotsford, British Columbia, the largest municipality in the province outside of the Vancouver metro area. There, city and contracted crews provide fully automated curbside collection services for garbage, recycling, and organics for more than 26,000 households.

Challenge

- Single-stream automated collections were beginning - historically a change that sparks more contamination.
- Belief that residents were wishcycling and placing items in the cart for recycling that instead must be dropped off to a depot.
- Random truckload audits conducted every few years using local summer students were too general.

Results

- The city was able to see that their organic stream was performing well, but recycling contamination remained.
- The city's suite of digital tools keep city staff and residents all on one page regarding collection schedules and recycling rules.
- Able to translate information into any given family's preferred language.



"We really like the Curbside tool because it gives us information about specific households rather than a giant zone. We can really identify hot spots and really direct our educational efforts there."

— Julie Kanya,
Solid Waste and Environmental
Coordinator for the City of Abbotsford.

"By using tools like the city's Waste Wizard and learning how to properly sort items and which items aren't acceptable, residents can become better recyclers, which will in turn help to reduce our contamination rates and create a safer and more sustainable city."

— Ross Siemens
Mayor of Abbotsford.

About Routeware

Routeware is the waste and recycling industry's most trusted software and technology company. Our enterprise solutions help municipalities and haulers save time and money, increase efficiency, improve safety, and green up our world. Find out more at www.routeware.com