North Shore Transfer Station Unattended Commercial Scales Access Form

In addition to having an active solid waste account with Metro Vancouver’s Finance Department, this access form and a vehicle registration form must be completed and approved in order to obtain access card(s) for the unattended inbound and outbound commercial scales at North Shore Transfer Station (NSTS). The use of access cards at NSTS is a privilege and must be used according to the terms and conditions outlined in this document in order to maintain uninterrupted service.

Each Solid Waste Facility requires different access and vehicle registration forms to be completed. Use this link: http://www.metrovancouver.org/services/solid-waste/garbage-recycling/transfer-stations

Overview:
- Vehicle registration forms must identify all self-tipping vehicles that will be using the NSTS unattended scales. Completed forms should be emailed to weighscalesystem@metrovancouver.org
- Only Garbage loads are permitted for processing on the unattended scales at NSTS. If the vehicle load contains anything other than garbage, the attended scale must be used.
- Replacement of lost, stolen or damaged cards is $75. Please keep them safe.
- All vehicles must have a permanent company signage (6” minimum in height) affixed to the driver’s door along with a vehicle identification. Magnetic signage is not acceptable. Vehicles of sub-trades or employee personal vehicles will not be registered to your account as this creates problems in the future when circumstances change.
- **The access card must be used for the assigned vehicle only.** Using the wrong access card or sharing the access card with more than one vehicle will result in the cancellation of the access card.
- For vehicles that require weighing out, failure to do so will result in the heaviest net weight hauled by the vehicle being applied to the load with a minimum of 6 tonne. Vehicles can weigh out using the outbound unattended or attended scales.
- There will not be a driver signature verifying who dropped the load on behalf of your company. As a result, any transaction that occurs at the unattended commercial scales using your company’s access card will be deemed valid and will be charged to your account. Metro Vancouver will not accept any disputes that the load was not from your company.
- The Solid Waste account must be in good financial standing at all times with Metro Vancouver’s Finance Department in order to maintain the use of the access cards. Unpaid balances will result in the access card usage being suspended or revoked.

Stored Tare Vehicles Using the Unattended Terminal - Verifying Loads & Disputing Loads
- For vehicles with stored tares, the driver will touch the access card to the card reader at the unattended inbound terminal. A weigh scale ticket will print out for the driver to take. The driver will proceed to unload on the commercial tipping floor. If a ticket doesn’t print, the stored tare on the vehicle may be due for re-taring, which will require the driver to weigh out. Use the intercom to contact the Scale Operator to resolve. If re-taring is required, the vehicle will need to weigh out and can do so on the unattended or attended outbound scales.

Vehicles That Weigh In & Out
- For vehicles that weigh in and out, the driver will touch the access card to the card reader at the unattended inbound terminal, then proceed to unload on the commercial tipping floor. The driver will then weigh out using the outbound unattended scale and receive a ticket. The driver can also weigh out using the attended outbound scale.
- Drivers’ failing to weigh out will result in the access card being revoked. Your company cannot claim that the vehicle did not drop their load if they did not weigh out. In addition, the heaviest net weight of that vehicle will be used to complete the weigh scale ticket with a minimum of 6 tonnes net weight.
Loads with Banned Materials:
- Loads processed at the unattended commercial scale are not screened by the Scale Operator. It is important that the loads brought to the NSTS contain only garbage. Loads should not contain any banned material.
- If the Disposal Ban Inspector determines the load has banned materials, the driver will be issued a surcharge notice.
  - If the vehicle has a stored tare, the driver will have a copy of the surcharge notice and a weigh scale ticket without the surcharge when they leave the site. Solid Waste will edit the weigh scale ticket to include the surcharge and email the revised weigh scale ticket to the address provided in the Solid Waste account application form.
  - Vehicles that weigh out will go to the **outbound attended scale** and the surcharge will be added to the weigh scale ticket. The driver will sign the weigh scale ticket and be provided with a copy. The driver will also have a copy of the surcharge notice from the Disposal Ban Inspector.
  - The monthly invoice will identify surcharges in the “other” category for the weigh scale ticket in question. Your company is responsible for paying all surcharges.
  - To dispute a surcharge, email a weigh scale ticket dispute form to materialbans@metrovancouver.org. The Disposal Ban Inspector frequently takes a photograph of the load in question which can be provided to your company for discussions with your customers.

Exceptions to the Above
- It is in your best interest to train your drivers on how to read the weigh scale ticket and understand when there is a problem. In these cases they will need to speak to the Scale Operator at the attended scale.
- There may be times when the access card does not work or the printer is jammed or out of paper. There will be an error message but it may be difficult for the driver to read. In this situation, the driver can speak to the Scale Operator via the intercom. The Scale Operator will provide direction to the driver. Your vehicle(s) may require processing at the attended scale until the access card or unattended terminal issue is resolved.
- If your driver did not notice a problem with the access card prior to unloading, and the weigh scale ticket has inaccurate weights, please contact the Site Supervisor who will put a note on the weight scale ticket. Solid Waste may use average weights of similar loads for the day/time/route or may apply a 6 tonne minimum. Solid Waste will make the final decision on the weight of the load.
- If your vehicle has a mechanical problem and cannot unload, the driver must go to the attended scale, describe the problem to the Scale Operator and weigh out. A 0-tonne net weight scale ticket will be provided to your driver. The Scale Operator will send information to Solid Waste and the weigh scale ticket will be voided. Failure of your driver to go to the attended scale and weigh out will result in the heaviest net weight hauled by that vehicle being charged to your company with a 6 tonne minimum. Inappropriate use and ongoing problems will result in access card(s) being suspended or revoke.
- You can contact us at weighscalesystem@metrovancouver.org

By signing below, your company has accepted the terms and conditions of using the access card(s) at the unattended inbound and outbound commercial scales at North Shore Transfer Station.

Signature: _______________________________ Date: _______________________________

Print Name: _______________________________ Company SW Account Number: ____________

Company Name: ____________________________________________________________________

Company Address: ____________________________________________________________________

Company Phone Number: _____________________ Email: ____________________________________________________________________

**Solid Waste Operations approval: _______________________________ Date: __________________**

Orbit 19878540 February 2017
Solid Waste Services

Vehicle Registration for Unattended Terminal at North Shore Transfer Station

Only Inbound Garbage Accepted

<table>
<thead>
<tr>
<th>Company Name:</th>
<th>Account #:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Name:</td>
<td></td>
</tr>
<tr>
<td>Address:</td>
<td></td>
</tr>
<tr>
<td>Email:</td>
<td></td>
</tr>
<tr>
<td>Telephone:</td>
<td>Fax:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>New Vehicle?</th>
<th>Truck ID</th>
<th>Licence Plate #</th>
<th>Vehicle Type (see codes below)</th>
<th>Municipality the Majority of the Waste is from</th>
<th>Garbage Type Single Family (SF) Multi-Family (MF) Or Commercial/Institutional</th>
<th>MV Use Swipe Card #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Y/N</td>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>VEHICLE TYPES</th>
</tr>
</thead>
<tbody>
<tr>
<td>32 – Oversize Vehicle/Flat Deck</td>
</tr>
<tr>
<td>33 – Dump Truck (Tandem)</td>
</tr>
<tr>
<td>34 – Dump Truck (Single Axle)</td>
</tr>
</tbody>
</table>

MV APPROVAL:

DATE:

NOTE: $75 Replacement cost for lost/damaged cards.
Drivers who forget to weigh out – loads will be subject to a 6 tonne minimum.
Company signage must be permanently posted on all vehicle side doors and be 6 inches minimum in height.
Magnetic signs are not acceptable. Sub-trades cannot be registered to your account.

Please fax to Solid Waste Operations: 604-451-6180 or email to weightscalesystem@metrovancouver.org
All Loads must be weighed in and out unless the vehicle has a stored tare.

**Inbound Screen Procedure** *(Elapsed time about 15 seconds)*

1. **ACTION:** Hold your card to the Card Reader once only. *(The terminal will softly beep and the LED on the Card Reader will flash but is hard to see.)*
   1. **DISPLAY:** PROCESSING Card: [Displays your card number].
   2. **DISPLAY:** CARD FOUND [Displays your card number].
   3. **DISPLAY:** PUTTING TRUCK INYARD EXIT SCALE
   4. **DISPLAY:** RESTARTING ORT Please wait...
2. **NOTE:** There is an external LED display that shows the weight of your vehicle.
3. **ACTION:** You may now exit the scale and unload on the tipping floor.

**Outbound Screen Procedure** *(Elapsed time about 10 seconds)*

1. **ACTION:** Hold your card to the Card Reader once only. *(The terminal will softly beep and the LED on the Card Reader will flash but is hard to see.)*
   1. **DISPLAY:** PROCESSING Card: [Your card number].
   2. **DISPLAY:** CARD FOUND [Displays your card number].
   3. **DISPLAY:** GET TRUCK FROM YARD.
   4. **DISPLAY:** Processing Ticket Please wait...
   5. **DISPLAY:** EXIT SCALE Printing ticket.
2. **NOTE:** There is an external LED display that shows the weight of your vehicle.
3. **ACTION:** Take the weight scale ticket.
   1. **DISPLAY:** RESTARTING ORT Please wait...
   2. **DISPLAY:** SWIPE CARD [Date & Time].
4. **ACTION:** You may now exit the scale and the site.

There is a four minute delay before the access card can be “swiped” again.
If you have any question or if there are any error messages from the Unattended Terminal, please contact the Scale Operator.