NEWS RELEASE

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Sort Toss Roll begins today

New automated garbage trucks hit the streets for the first time

The two new automated Garbage trucks have hit the streets of central Nanaimo for the first time today. Five routes will receive automated collection services this week with another five coming online next week. These trucks are equipped with an automated arm to lift the newly delivered wheeled carts. Residents are asked to read the Sort Toss Roll information guide that was delivered to their home along with their carts.

If you haven't received your carts yet, don't worry! Your carts will be delivered over the next week.

City staff are working hard to make sure that the program works well for residents. Public Works dispatchers are answering calls from residents and a Public Works crew has also been out at the curbside helping residents position their carts correctly.

"We have used a variety of methods to educate residents about the Sort Toss Roll program" said Charlotte Davis, Manager of Sanitation and Recycling. "These methods include delivering new schedules, door hangers and informational guides as well as sending letters to some specific users. Radio, Newspaper and online advertisements, social media and the City's website have also been used. We have generated quite a lot of interest and provided lots of information by producing informative videos which are available though our social media channels. I'm very pleased to say that most residents seem to like the program and I'd like to thank everyone for their understanding during this time of change to the waste collection service".

The rest of Nanaimo is scheduled to receive the new service in summer 2018. Residents who have questions about Sort Toss Roll can visit www.nanaimo.ca/goto/SortTossRoll, call the Sort Toss Roll hotline at 250-756-5390 or by emailing SortTossRoll@nanaimo.ca.

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