

## NEWS RELEASE

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### **City invites residents to download new free app and never miss garbage day again**

*Nanaimo Recycles app is available for download now*

#### **Summary**

The City of Nanaimo has developed a new app to help residents remember their garbage day and learn how to sort their waste better.

Through the app the City hopes to improve customer service and reduce call volumes. The app will also allow the City to communicate directly with residents if there is a problem on their collection route. Those signed up to the reminder service will receive special stand alone emergency alerts for snow days or other incidents. The City can also use the weekly collection reminder as a way of letting residents know about special campaigns without sending additional messages.

All of the the app's features are also available on the City's website where you can also sign up to receive reminders via telephone call, text and twitter direct message. The website also gives residents the ability to import your collection schedule into your Outlook or iCal calendar.

*Strategic Link:* Taking responsibility to be an excellent municipal government.

#### **Key Points**

- When you have downloaded the app simply enter your address and you will begin to receive notifications. You can set the time of the notification in the app settings.
- Other features include a "what goes where tool" to help you sort your waste. You can search for any item in a database of over 700 items and the app will tell you how to prepare it and where it belongs.
- The app also features a fun waste sorting game which great for adults and kids alike!
- The "report a problem" function is another great feature. It allows you to report a missed collection. You can also report any other problem relating to Parks and Public Works and even take a photo and tag a GPS location.

#### **Quotes**

"Gone are the days when upon hearing the garbage truck you race outside only to see it drive off! With the new app, you'll never miss a collection day again! The Nanaimo Recycles app can help you learn how to recycle more and throw away less. Its also an excellent tool for notifying us of any Public Works or Parks related problems such as a missed collection, littering or potholes. We're always looking for new ways to meet the needs of our residents and I really hope that everyone takes the opportunity to download the new app and visit the tools on our website."

Charlotte Davis  
Manager of Sanitation and Recycling  
City of Nanaimo

Continued... City invites residents to download new free app and never miss garbage day again

## Quick Facts

- The app is available free of charge for download now from Google Play and the Apple iStore. Just search for "Nanaimo Recycles".

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