

NEWS RELEASE

Distributed June 29, 2017

City provides more information on automated collection program, "Sort Toss Roll"

A "Frequently asked questions" section has been added to the online content

Summary

The City of Nanaimo has released more information about the new automated solid waste collection service called Sort Toss Roll.

Nanaimo.ca has been updated with a frequently asked questions (FAQ) page which provides answers for the most commonly asked questions. A factsheet and an FAQ document have also been uploaded.

In a further effort to provide information about upcoming changes, the Sort Toss Roll communications program launches this weekend with staff debuting the Sort Toss Roll information station at the Canada 150 celebrations in Maffeo Sutton Park on July 1. The info station will also appear in City facilities, shopping malls throughout Nanaimo and at various public events. Included in the communication program is a four month long display at Woodgrove centre which begins on Canada day weekend and cart "test-drive" displays at City facilities.

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

Key Points

- The City of Nanaimo website has been updated with a frequently asked questions page. This is available at www.Nanaimo.ca/goto/sorttossroll
- The frequently asked questions cover a range of topics including the project timeline, cart sizes, extra garbage, cart placement and waste sorting.
- The Sort Toss Roll information station will appear in city facilities and shopping malls from July to October. See the Sort Toss Roll website to find out where you can catch it!

Quotes

"It is important for residents to be able to find out about the changes to the collection service. That is why we are constantly updating our website and launching such a large scale communication program. I hope residents find the information on our website useful and that they also come out, ask staff questions and take a wheeled cart for a spin!"

Charlotte Davis
Manager of Sanitation, Recycling and Public Works Administration
City of Nanaimo

Continued... City provides more information on automated collection program, "Sort Toss Roll"

Quick Facts

- The City of Nanaimo is introducing automated waste collection late this fall to about 8,000 households in central Nanaimo. The rest of the City will receive these services in the summer of 2018.
- Automated collection trucks use automated arms to grasp specially designed carts, lift the carts and empty them into the truck.
- Before service begins, each household in central Nanaimo will receive one set of three colour-coded wheeled carts and a complete information kit.
- As well as the Sort Toss Roll website there is also a Sort Toss Roll hotline available on 250-756-5390 and an email address at SortTossRoll@nanaimo.ca

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