

# NEWS RELEASE

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## Phase 2 of Automated Collection Rolling Out

### Summary

Phase 2 of the City's Sort Toss Roll automated waste and recycling collection system went live on Tuesday, July 3, 2018. Collection using the new carts will be phased in over the next month. In addition, the City has taken on previously contracted out recycling collection. With these two new activities, comes some bumps in collection this week. As a result, some collections have been taking longer than normal which the City is working diligently on to get caught up.

Residents can assist for a smoother transition period by following some simple guidelines:

1.

Please be sure to check your new collection calendar for the first date you can use your new carts. Until that time, please continue to use your old garbage cans, small organics cans and yellow bags for recycling. Until your automated route starts, the trucks in use cannot empty the automated carts and your garbage and recyclables cannot be collected;

2.

Please check the information guide that came with your new carts to determine proper placement on collection day. The arm that picks up the carts needs 1 metre clearance all around to ensure safe and efficient operation;

3.

For those households that have alley pick-up, please be sure to set your carts in the alley and not on the street;

4.

With the changes in routing, residents may notice that garbage and recyclables are being picked up at a different time of day. They may also notice that houses across the street are on a different schedule. This is part of the City's work to make collection routes as efficient as possible;

5.

Until October 26, 2018, residents can continue to use garbage tags for extra bags that won't fit in the carts. Extra tags can be returned to the Service and Resource Centre for a refund; and

6.

New carts may be delivered anywhere from two weeks to one day before your route's first automated collection date.

For more information on automated collection and to view informative videos, visit [www.nanaimo.ca/goto/SortTossRoll](http://www.nanaimo.ca/goto/SortTossRoll)

*Strategic Link:* The automated collection program will deliver an improved level of service to Nanaimo residents while helping to reduce injury to staff in delivering this core service.

## Key Points

- Phase 2 of Sort Toss Roll will bring improved convenience and service for curbside recycling and garbage collection to all residents of Nanaimo.
- Residents can assist by following the information provided in the collection calendars and waste collection guide.
- Staff is available to assist with any issues by emailing [SortTossRoll@nanaimo.ca](mailto:SortTossRoll@nanaimo.ca)
- Download the free NanaimoRecycles app in the App Store or on Google Play for lots of useful information about your collection schedule and recycling opportunities.

## Quotes

"We are glad that residents are excited to start using their new carts, but we ask that they please review the information in their new calendars, which go to the end of 2019, and the guide books that were delivered with the new carts before using them. We also thank residents for their patience as we work to implement the new routes and the changes in service."

David Thompson  
Manager of Sanitation, Recycling and Public Works Administration  
City of Nanaimo

## Quick Facts

- The new garbage carts are more than 50% bigger than the previous limit allowed for collection.

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## Contact:

David Thompson  
Manager of Sanitation, Recycling and Public Works Administration  
City of Nanaimo  
[david.thompson@nanaimo.ca](mailto:david.thompson@nanaimo.ca)  
250-758-2555



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