



SORT TOSS ROLL

Automated Residential WASTE COLLECTION

FREQUENTLY ASKED QUESTIONS

Nanaimo residents know the benefits of curbside collection. It's convenient and makes it easy for residents to keep as much waste out of the landfill as possible - and that's good for the environment.

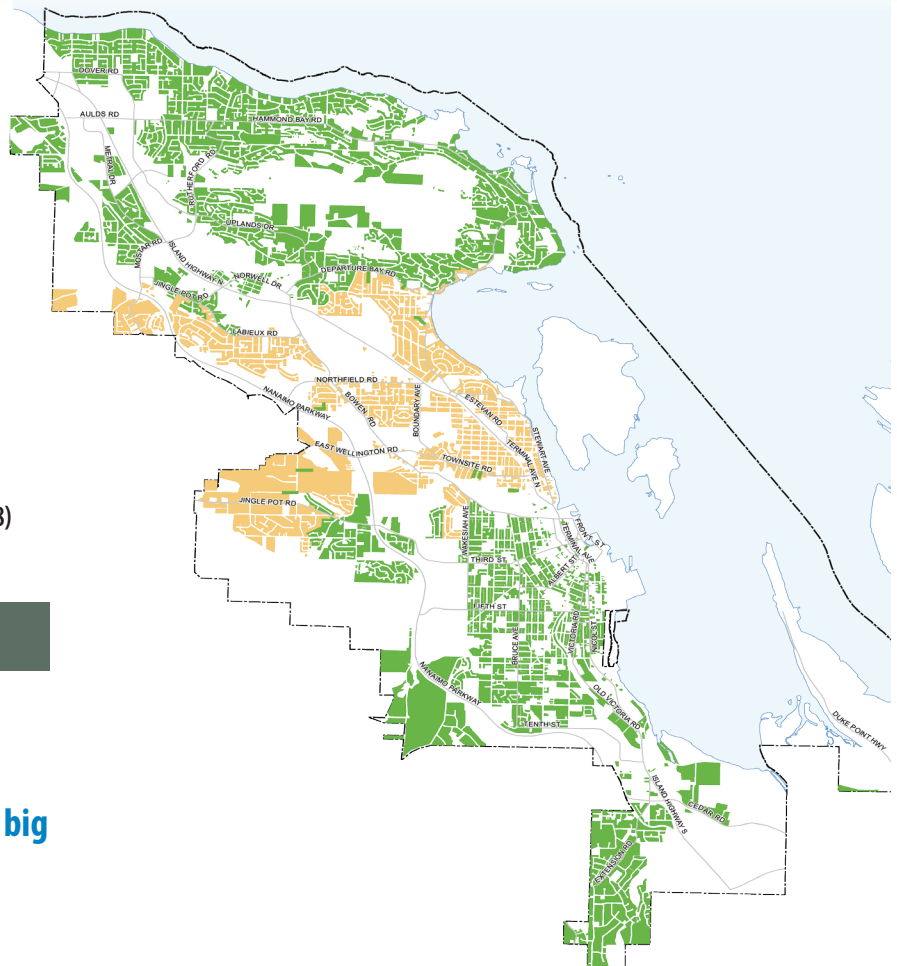
Automated curbside collection makes a good system even better.



When will the automated collection service begin in my area?

About 8,000 households in central Nanaimo (yellow area on the map) will be first to receive the new service beginning in late fall 2017 for phase 1. The rest of the city (green) will receive the service in the summer of 2018 for phase 2.

- PHASE 1 (fall 2017)
- PHASE 2 (summer 2018)



THE CARTS

Cart sizes for single-family homes



How much will each cart hold and how big are they?

The sizes of the carts delivered to your property are:

CART	CAPACITY (litres)	HOLDS	DIMENSIONS (centimetres) *	WEIGHT (kilograms)
GREEN - Organics (kitchen & yard waste)	120	About 3 times as much as current green bin	47W, 95H, 62D	10
BLUE - Recycling	240	About 3 times as much as a yellow bag	68W, 103H, 71D	16
BLACK - Garbage	120	About 1.5 garbage bags	47W, 95H, 62D	10

* W = width, H = height, D = diameter



My family has too much garbage to fit in a 120 litre cart. What can I do?

The garbage cart you are given with automation is actually 55% larger than is permitted under manual collection. Are you certain everything you are sorting into your garbage is truly garbage? Many household items that aren't accepted in your carts should be taken

to recycling facilities. Check out these facilities and the materials they accept at nanaimo.ca or download our app and search what goes where. Alternatively, read on for options regarding upsizing your cart.

Cart sizes for homes with secondary suites and fourplexes



My home has a suite. What carts will I receive?

Each property with a secondary suite will receive one set of larger carts (see chart below).



I live in a non-strata'd fourplex. What carts will I receive?

Each non strata'd fourplex will receive two sets of larger carts to share between the units (see chart below).

CART	CAPACITY (litres)	HOLDS	DIMENSIONS (centimetres) *	WEIGHT (kilograms)
GREEN - organics (kitchen & yard waste)	240	About 6 times as much as current green bin	68W, 103H, 71D	16
BLUE - recycling	360	About 4.5 times as much as a yellow bag	73W, 110H, 84D	16
BLACK - garbage	240	About 3 garbage bags	68W, 103H, 71D	16

* W = width, H = height, D = diameter



What happens if I am not happy with this arrangement?

You are asked to test the size of the carts delivered to you for the first three months that you receive the new service. If after this time you are not happy with the arrangement, residents in fourplexes and homes with secondary suites can exchange the

larger-volume carts for two (or four) sets of standard-sized carts. If done during the free swap month there will be no charge to change out carts. After this time, a \$25 change fee will apply.

For all homes



Can I change my cart size?

You are asked to test the size of the carts delivered to you for the first three months that you receive the new service. You then have the option over the following month to change the size of your recycling and/or garbage carts free of charge. This is known as the

“free swap month.” You can still change the size of your recycling or garbage carts after the free swap month, but a \$25 change fee will apply.

Please note: the size of the organics cart cannot be changed.



Are there other cost implications if I increase the size of my carts, and what are my upsizing options?

If you increase the size of your garbage cart, your annual waste collection fee will increase. There is no increase in your annual collection fee if you upsize of your recycling cart. As stated above, if

you choose to change the size of your carts outside of the free swap month, a \$25 exchange fee will apply.

The chart below details upsizing options for **SINGLE FAMILY HOMES** * If you swap two carts at the same time, only one charge will apply.

CART	STANDARD CAPACITY (litres)	UPSIZING OPTION (litres)	COST TO SWAP OUT CARTS IF OUTSIDE "FREE SWAP MONTH" *	ADDITIONAL ANNUAL COST FOR UPSIZING
GREEN - organics (kitchen & yard waste)	120	N/A	N/A	N/A
BLUE - recycling	240	360	\$25	FREE
BLACK - garbage	120	240	\$25	\$100

The chart below details upsizing options for **HOMES WITH SUITES AND NON STRATA'D FOURPLEXES**

* If you swap two carts at the same time, only one charge will apply.

CART	STANDARD CAPACITY (litres)	UPSIZING OPTION (litres)	COST TO SWAP OUT CARTS IF OUTSIDE "FREE SWAP MONTH" *	ADDITIONAL ANNUAL COST FOR UPSIZING
GREEN - organics (kitchen & yard waste)	240	N/A	N/A	N/A
BLUE - recycling	360	Add either: 1 x 240 cart or 1 x 360 cart	\$25	FREE
BLACK - garbage	240	360	\$25	\$100



Will I still be able to use garbage tags to put out an extra bag of garbage?

As automated service is introduced, residents will be given a three-month period to test their carts. During this time, you cannot change the size your carts but the City will continue to collect extra bags of garbage with \$3 tags attached. After the three-month test period ends, extra bags will no longer be accepted on automated routes.



How do I request a new cart size?

Two months after service has begun, you will be able to register your request to change your cart size. The best way to do this is online at www.nanaimo.ca, but you could also call the Sort Toss Roll Hotline at 250.756.5390. We will not be accepting change requests before this date, as we would like you to try out your cart size (remember you can still use bags during the first three months of service). Cart swaps will begin after the first three months of service.



If I choose to change the size of my carts, can I get them delivered?

Yes. Public Works will deliver the new cart(s) and will collect the old carts.

Cart placement and maneuverability



How do I know where to place my carts?

Your carts will be delivered to the location where collection will occur. Please note this location on your street and return the carts to the same place on your collection day. Please ensure your carts are placed on your property and not on the street (see images on right on how to place carts).



NO SIDEWALK OR CURB

Place carts at end of your driveway adjacent to roadway



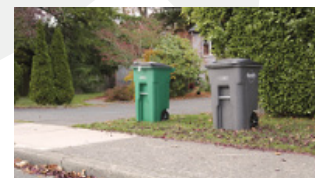
BOULEVARD #1

Place on boulevard between sidewalk and curb



STREET PARKING LAND

Place wheels against the curb without impeding bike lanes



BOULEVARD #2

Place on boulevard close to sidewalk without impeding pedestrian traffic



SORT TOSS ROLL



Help! I am worried the carts may be too big or heavy and I may not be able to move them.

The carts have been tested for maneuverability and ergonomic performance on a variety of surfaces and slopes. Safety and user friendliness were some of the key reasons why the City opted to automate the collection service; we think that rolling a cart to the curb is a great deal easier than carrying one.



Help! I have a long driveway and don't want to roll my carts all the way!

Residents who do not wish to roll their carts down a long or difficult driveway may choose to store them at the end of their driveway and move them to the edge of the roadway on collection day.

CART CONTENTS, SORTING AND PREPARATION



Can I put bagged waste into the carts?

You will be able to fit more waste into the carts if you do not use bags. You may only bag your garbage and organics (please only use compostable bags for organic waste). You must not bag recyclable material. Recyclable materials must be placed loosely inside the blue cart. The only exception to this is shredded paper which must be placed in a clear bag tied at the top and placed in your blue cart.



What happens if I put the wrong material into a cart?

Incorrect material in a cart is considered contamination and is a big problem when it comes to recycling and composting the City's waste. The new automated trucks are equipped with cameras that allow the truck driver to inspect each cart as it is emptied. If the driver sees incorrect materials in your carts, he can use the onboard computer on the truck to make a note of the contamination. We will contact you if we receive contaminated waste from your address.



SORT

your materials the same way you're used to doing.

TOSS

your sorted materials into the correct cart.

ROLL

your carts to the curb on collection day and return them to their storage area after they are emptied.

FOR MORE INFORMATION:

To learn more about automated collection services and for complete FAQs, please visit www.nanaimo.ca.

As well, check out:

- Sort Toss Roll video on www.nanaimo.ca and YouTube
- community displays (details on www.nanaimo.ca)

