

Frequently Asked Questions

What are the benefits of automated garbage collection?

The new service will provide RDN residents with the following:

1. Improved service offerings:
 - Customizable collection cart sizes to best suit your household needs
 - No weight restrictions
 - Improved worker health and safety
 - Improved neighbourhood esthetics by keeping materials contained
 - Reduced human-wildlife interactions
2. Easy to roll, durable carts with attached lids. Instead of lifting your bins to the curb you will be able to simply wheel your cart.
3. Real-time information for better customer service.

Will inclement weather impact my collection?

The carts are designed to withstand extreme temperatures. Inclement weather can impact collection due to truck accessibility. Service alerts are sent out through the [RDN Curbside app](#). Download the app, or sign up for reminders and notifications at www.rdn.bc.ca/curbside-collection-schedules.

Do I take my carts with me when I move?

The carts are assigned to each household and stay with the property. Carts are equipped with identification tags to provide GPS location coordinates to the assigned address.

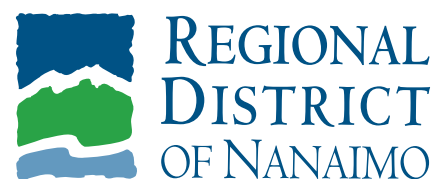
Extra Bag Tags



After the new automated curbside collection system begins, extra bag tags will no longer be accepted because the new automated trucks will not be able to pick up material that is not placed inside the carts.

If you have unused extra bag tags after October 1st, 2020, refunds in the form of a cheque will be issued upon return of the unused bag tags at the following locations:

Church Road Transfer Station (860 Church Road, Parksville) | Regional Landfill (1105 Cedar Road, Nanaimo)
RDN Head Office (6300 Hammond Bay Road, Nanaimo)



Support & Feedback

The RDN is committed to making your transition to automated collection service as easy as possible. Let us know if you need assistance, or if you have questions or concerns regarding the new automated collection service.

RDN 250-390-6501 | curbside@rdn.bc.ca | Waste Connections of Canada 1-866-999-8227
getinvolved.rdn.ca/curbsidecollection

Get Involved RDN!



What if I have more garbage than can fit in the cart?

- Maximize the use of your recycling and food waste carts. Download the [RDN Curbside app](#) and learn about what else can go into these carts.
- Excess material can be held over until the next collection day or you may take it to a collection facility.
- Upsize to a 240L garbage cart. Visit www.rdn.bc.ca/carts or call Waste Connections 1-866-999-8227 for more information or to submit your request. Please note that your utility fee is based on the garbage cart size you choose. If you upsize your garbage cart, your utility fee will go up.

What do I do if someone else's cart ends up on my property?

If there is an address on the cart, you can return it to the addressed property. If there is no address on the cart, please note the serial number on the cart and call Waste Connections (1-866-999-8227) to retrieve and return the cart to its proper location.

Why was my cart not entirely emptied?

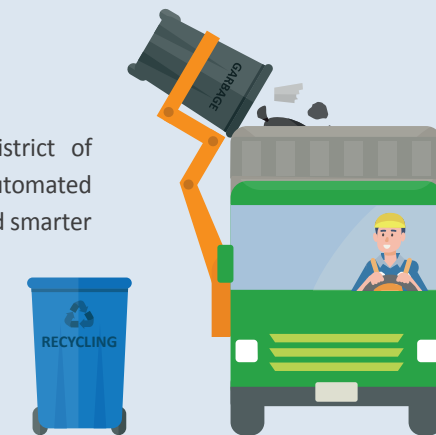
The cart is emptied by lifting the cart upside down and jolting it slightly to allow the waste to fall out. Please do not wedge, force or compact waste in the carts.



Summer 2020

A Guide to the New Automated Curbside Collection Service Starting October 1st, 2020!

Starting October 1st, 2020, the Regional District of Nanaimo (RDN) will be rolling out the new automated curbside collection service – a cleaner, safer and smarter way to collect waste. Simply roll your carts to the curb on your scheduled collection day. The new collection truck will empty the carts and return them back to the curb using a mechanical arm operated by the crew from inside the cab of the truck.



Between July 13th and September 15th, 2020, RDN's contractor, Waste Connections of Canada (Waste Connections), will be delivering the wheeled carts to each RDN residential household (except City of Nanaimo residents). Carts may be delivered separately. If you have not received all three carts by September 15th, 2020, please contact the RDN 250-390-6501 or curbside@rdn.bc.ca.

Please note, there is no change to your collection schedule. Continue using the previously issued 2020/2021 collection calendar.

Do not use wheeled carts for collection before Thursday, October 1st, 2020.

Waste placed in the new collection carts before October 1st will not be picked up.



LOOK INSIDE!

**Message from the
RDN Chair**

Cart Labels

Placement of Carts

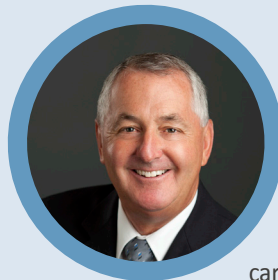
Cart Tips

**Cart Exchange/
Replacement**

Old Collection Bins

What Goes Where

FAQs



Message From the RDN Chair

On behalf of the RDN Board of Directors, I am pleased to announce that the RDN will be transitioning to a new automated curbside collection service in October 2020. The use of a mechanical arm to pick up standardized carts is a much safer system and provides for better containment of waste resulting in less litter.

As part of the RDN's 2019 – 2022 Strategic Plan, the preservation of natural assets and effective delivery of services to residents are key guiding principles for the organization. At the RDN, we pride ourselves in being a leader in waste management - both in providing exceptional service, as well as by striving for a 90% waste diversion rate. This goal was laid out in our Solid Waste Management Plan, approved in March 2020 by the Minister of Environment and Climate Change Strategy.

By providing all RDN residents with a complete set of easy-to-roll carts, we can all do our part to keep recyclables and organics out of the region's landfill, which in turn will extend the life of the landfill. The large wheels on the carts will make it easy for you to move them to the curb. As well, worker health and safety will be greatly improved by eliminating manual lifting of heavy garbage cans and bags.

Throughout this guide, you will find helpful information on how to use your new carts, details on the new automated curbside collection service and tips on how to best manage your waste. I hope that residents will find this guide useful and keep it for quick future reference.

The RDN is achieving some of the highest waste diversion in Canada and the lowest per capita disposal rates in the world. The RDN was one of the first jurisdictions on Vancouver Island to move beyond recycling and adopt a Zero Waste approach to eliminating waste. I am incredibly proud of what our staff and residents have been able to achieve thus far thanks to the ongoing participation of our community. Automated curbside collection is the next step. I am confident that, by working together, we will be able to achieve our ultimate goal of 90% diversion over the next 10 years.

Let's get rolling, RDN!

Ian W. Thorpe, RDN Chair

ReTHINK... Curbside Collection

Let's Get Rolling!

The Carts

Each RDN residential household will receive three wheeled carts: one for garbage, one for recycling and one for food waste. The carts have large sturdy wheels and a stable base making them easy to move on pavement, gravel, grass and even snow. The food waste cart is equipped with a gravity lock which will open automatically when tipped upside down during collection, even in the locked position.

All garbage, recycling and food waste must be placed inside the correct cart. On collection day, the lids must be completely closed and the food waste cart lid in the locked position. Any material placed beside or on top of the carts, or overflowing carts will not be collected.

Waste Connections own the carts and is responsible for the maintenance of the carts. The carts are assigned to each household and stay with the property, even if you move. All carts are equipped with a Radio Frequency Identification (RFID) tag and a unique serial number linked to the assigned property. Therefore, it is very important that your assigned carts stay with your property. All collection trucks are equipped with a RFID reader and an onboard computer to ensure that residents are using their assigned carts, and will also be used to report on contamination.

Only carts provided by the RDN are compatible with the new automated curbside collection service trucks. Carts from other municipalities, regional districts or retailers are not compatible with the RDN trucks and will not be collected.

The carts can be stored where you currently keep your garbage, recycling and food waste bins — in the garage, backyard, outdoor storage unit, covered porch or balcony, the side of your home or in your front yard — as long as it is within your property boundary. The carts cannot be stored on a road or road allowance.



What Goes Where?

Not sure What Goes Where? Most packaging and paper are collected curbside or can be taken to depots for recycling. Download the [RDN Curbside App](#) or visit www.rdn.bc.ca/what-goes-where to use the "What Goes Where?" feature to search recycling options for hundreds of items.

Food Waste



FRUITS & VEGETABLES



MEAT, POULTRY, FISH, SHELLFISH & BONES



BREAD, DOUGH, PASTA & GRAINS



EGGS & DAIRY PRODUCTS



FOOD SCRAPS



FOOD SOILED PAPER & CARDBOARD



TEA BAGS, COFFEE GROUNDS & FILTERS



FLORAL ARRANGEMENTS



PAPER TOWELS, NAPKINS & PAPER PLATES



Remove stickers and other metal or synthetic materials before composting.

The food waste composting program is an important part of the region's Zero Waste Plan, and a key step in achieving the overall goal of diverting 90 per cent of the region's waste from the landfill.



THE FOLLOWING ITEMS ARE PROHIBITED:

- LAWN CLIPPINGS or YARD TRIMMINGS
- Plastics including biodegradable bags
- Soil, sod or rocks
- Diapers and other personal hygiene items
- Pet waste

Recyclables



PRINTED PAPER & CARDBOARD



NEWSPAPERS & MAGAZINES



PLASTIC CONTAINERS



ALUMINUM CONTAINERS & FOIL



ICE CREAM BOXES



PAPER PACKAGING FOR LIQUIDS



AEROSOL CANS & CAPS (NON HAZARDOUS)



METAL CONTAINERS & LIDS



PLASTIC CLAMSHELLS



Keep items loose – do **NOT** stack items inside one another. Rinse and flatten before placing in bin. Remove any tape, string, ribbon or other contaminants.



THE FOLLOWING ITEMS ARE PROHIBITED:

- Glass bottles or jars
- Plastic bags, plastic wrapping & foam packaging
- Hazardous waste
- Biodegradable/compostable plastics
- Plastic straws and squeeze tubes
- Hardcover or paperback books
- Non-paper gift wrap
- Non-packaging plastic (i.e. laundry baskets, plastic toys)

Garbage (Landfill)



PLASTIC STRAWS & CUTLERY



PLASTIC SQUEEZE TUBES



CHEWING GUM



DIAPERS



PET WASTE



PERSONAL HYGIENE PRODUCTS



CERAMICS & WINDOW GLASS



PAINTED OR TREATED WOOD



NON-REUSABLE CLOTHING & FOOTWEAR



BEFORE PLACING ANYTHING IN THE GARBAGE CART, PLEASE CONSIDER THE FOLLOWING:

- Is it garbage?
- Can it go into my Recycling or Food Waste cart?
- Can it be fixed or refurbished?
- Can it be recycled at a depot?
- Can it be donated?
- Can it be repurposed?

Cart Exchange – November 1st

Residents who submitted their cart size selection by December 31st, 2019 will receive their preferred carts. Residents that did not select their preferred cart sizes will receive a default set of carts: 240L recycling cart, 100L food waste cart and 100L garbage cart. **Residents are encouraged to try out the carts before requesting exchanges.** Cart exchange requests can be made after November 1st, 2020, with an administration cost of \$50 per residential household that will be added to your utility bill. Please note, your curbside utility fee is determined by the garbage cart size you choose so if you upsize your garbage cart, your annual curbside utility fee will increase.



WildSafeBC certified 240L bear-resistant carts are available at a one-time cost of \$230 per cart, which will be added to your annual utility fee. Please note, the bear cart will belong to the owner, not Waste Connections. Residents who opted to purchase a bear cart(s) can take it with them when they move.

To request a cart exchange, submit a request online www.rdn.bc.ca/carts or call Waste Connections 1-866-999-8227.

Recycling	Food Waste	Garbage
100L	100L (default)	80L
240L (default)		100L (default)
360L		240L

Cart Replacement

If a collection cart is stolen or damaged due to the neglect of the owner or occupier of the property, a fee will be charged against the property at the following rates:

\$56.40* – 80L cart	\$41.80* – 100L cart	\$59.00* – 240L cart	\$66.90* – 360L cart
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**plus cart delivery fee of \$50/visit*

To request a cart replacement, submit a request online www.rdn.bc.ca/carts or call Waste Connections 1-866-999-8227.

Old Collection Containers

Your existing garbage, recycling and/or food waste containers belong to you. There are a number of creative and environmentally friendly ways to repurpose used garbage/food waste/recycling containers and keep them out of the landfill, such as:

- extra storage for tools, potting soil, mulch, yard waste
- rain barrels
- animal feed storage
- DIY potato/carrot planter
- collect your depot items (i.e. film plastics, glass, foam packaging or refundables)

If you have any great ideas to repurpose your old containers, please share them with us at curbside@rdn.bc.ca or tag us on social media [@rdnanaimo](https://twitter.com/rdnanaimo).

The RDN is currently exploring options for the collection and recycling of used containers. This information will be available in the fall at www.rdn.bc.ca/curbside.



Resident’s Responsibility



When you receive your carts, please take a moment to write your address with permanent marker on all three carts USING THE LABELS PROVIDED WITH THIS PACKAGE.

All carts are identical, having the address on the carts will make it easy for you and your neighbour to distinguish the carts.

A unique serial number is stamped on the front of each cart. These numbers will identify your carts if they are lost. Record these numbers in this user guide for future reference.

DO NOT write your address directly onto the cart as this will void the warranty.

If you find a cart that does not belong to your property, or if your cart is damaged or missing, call **Waste Connections 1-866-999-8227**.

Food Waste	
Recycling	
Garbage	

How It Works

Starting on Thursday, October 1st, RDN residents must start using their assigned automated collection carts. The collection schedule will remain the same as the 2020/2021 collection calendar:



- Food waste is collected weekly in your food waste cart;
- Garbage is collected every two weeks in your garbage cart, alternating weeks with your recycling; and
- Recycling is collected every two weeks in the recycling cart, alternating weeks with your garbage.

Day	Sept. 28	Sept. 29	Sept. 30	Oct. 1	Oct. 2
Route				RB Recycling Food Waste	RC Recycling Food Waste
Day	Oct. 5	Oct. 6	Oct. 7	Oct. 8	Oct. 9
Route	RD Recycling Food Waste	RE Garbage Food Waste	RA Garbage Food Waste	RB Garbage Food Waste	RC Garbage Food Waste

By 8 AM on your scheduled collection day, simply roll your cart to the street with the wheels against the curb if there is one, or just off the road, on the shoulder or at the end of your driveway. The arrows on the cart lid must point to the street. The cart lids must be completely closed and the food waste cart lid in the locked position; overflowing carts will not be collected as material will spill onto the street as it is being emptied. Once the collection truck has emptied the carts, return your carts to a secure location on your property within the same day.



Placement of Carts

The 1 Metre Clearance Rule

All material must be placed in the cart with the lid completely closed. Ensure the food waste cart lid is in the locked position to prevent wildlife interactions. Improperly placed carts, overflowing carts and material placed outside of the carts will not be collected. In the winter, do not place carts behind or on top of snowbanks.

Do not use wheeled carts for collection before Thursday, October 1st, 2020.

Leave at least:

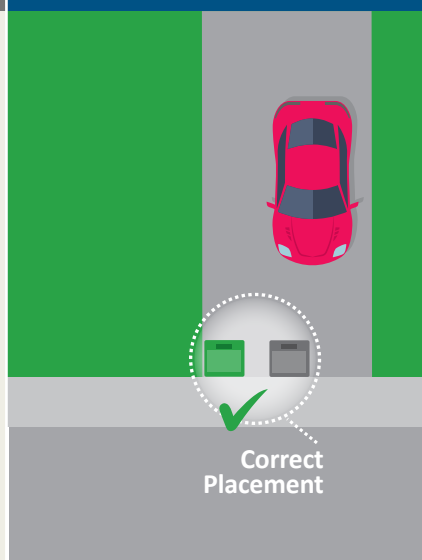
- 1m (3ft) of clearance between the carts and any obstacles, such as parked cars, poles, fire hydrants etc.; and
- 3m (10ft) of clearance above.

On-street Parking



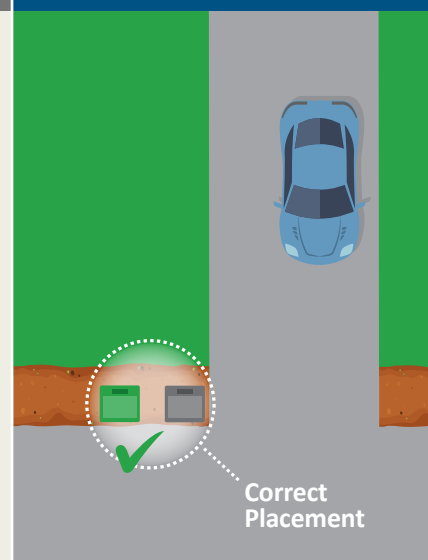
If there is on-street parking in front of your house, place your carts with the wheels touching the curb and the arrows on the lid pointing to the street.

No On-street Parking



If there is no on-street parking in front of your house, place your carts at the end of your driveway with the arrows on the lid pointing to the street.

Gravel Shoulder



If you have a gravel shoulder, place your carts just off the road on the shoulder at the end of your driveway with the arrows on the lid pointing to the street.



Cart Tips

- Only place acceptable materials in the carts (If you are uncertain about an item, use the “What Goes Where” feature on the app, RDN Curbside, or visit www.rdn.bc.ca/what-goes-where)
- Place items loosely in the cart, forcing items in makes it harder for the truck to empty the cart
- Keep your food waste cart locked (in the vertical position) at all times, including on collection day, to prevent wildlife interactions
- Close the lid before moving the cart
- Do not sit, climb or stand on the carts
- Children should not play in or around the carts
- Do not place or store carts on elevated platforms, including snowbanks and avoid placing carts on a steep slope
- During snow events, pulling the cart behind you over the snow will be easier than pushing the cart ahead of you



How often is this cart collected?

Food Waste

Weekly.

Recycling

Collected every two weeks, alternating weeks with your garbage cart.

Garbage

Collected every two weeks, alternating weeks with your recycling cart.



Should I use a liner?

Food Waste

Optional. Acceptable liners include shredded paper, paper bags, newspaper, boxboard or certified compostable bags. Only compostable bags with the adjacent logos are accepted.



Recycling

No. Keep your recycling loose, not bagged or nested. A liner, bag or any plastic film in your recycling is considered contamination. It will cause issues with the equipment in the truck and sorting facility and may result in the material that would have otherwise been recycled, ending up in the garbage.

Garbage

Optional. You can choose to bag your items or keep them loose. Under special circumstances, such as a pandemic, you may be asked to bag, or double bag all of your garbage.

