

Curbside Collection Update

Low temperatures and icy road conditions continue to impact curbside collection. Every effort is being made to collect curbside materials as conditions allow. Safety for workers and our community is the top priority for the Regional District of Nanaimo (RDN) and our curbside contractor. Snow and ice pose a very high safety risk, with each collection vehicle making 800+ stops per day and needing up to five times the stopping distance in these conditions compared to a passenger vehicle on dry roads.

We appreciate everyone's patience as we endeavour to catch up on missed collections and respond to your inquiries.

RDN Curbside Service Alerts

During service disruptions, service alerts will be posted by 6 p.m. on regularly scheduled collection days. Residents can confirm if a service alert is active in their neighbourhood by entering their address into the calendar tool at rdn.bc.ca/curbside or through the RDN Curbside app

Residents receiving RDN curbside collection services are encouraged to sign up for direct service alert notifications by email, phone call, or the RDN Curbside smartphone app. Download the free RDN Curbside app on your Apple or Android device. Follow the instructions below to sign up for email or phone call notifications:

- Go to our website: rdn.bc.ca/curbside
- Enter your address into the calendar search form and press search
- Select "Get a reminder!"
- Pick the type of reminder you would like to receive:
 - Weekly collection reminders and service alerts by email or phone call
 - If you do not want weekly collection reminders, you can opt to sign up for service alerts only by email
- Follow the prompts on the screen to complete the sign-up

RDN staff can support residents who require assistance setting up these notifications and can be contacted at curbside@rdn.bc.ca or 250-390-6501.

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RDN Curbside Adverse Weather Operations Policy

The RDN's adverse weather operations policy is summarized below. Information specific to the affected route or neighbourhood will be posted to the RDN Curbside service alert system.

- Level 1. If collection is missed due to adverse weather, our contractor will attempt to restore service the following day, provided road conditions are safe to do so. Check your RDN Curbside app and rdn.bc.ca/curbside for the most current collection information and for updates.
- Level 2. If on the following day service is still not able to be restored, further information will be communicated to residents. Depending on the season, the number of households impacted, and the length of service disruption(s), modified collection schedules may be used to restore service. Updates will be provided through the RDN Curbside app and rdn.bc.ca/curbside.
- Level 3. If we are unable to service a route or neighbourhood for two consecutive regular scheduled collection days, we will make an option available for waived tipping fees at the Regional Landfill or Church Road Transfer Station. *Further details will be provided through the RDN Curbside App and rdn.bc.ca/curbside, if this option is made available.*

For more information, please contact:

Curbside Collection, Solid Waste Services
Regional District of Nanaimo

 250-390-6501

 curbside@rdn.bc.ca

Get Involved RDN!