



**Waste Wise program: Your questions answered!** We've been hearing from residents about the new waste wise collection program roll out and we're here to help. See a list of frequently asked questions below.

**What if I can fit more than two garbage bags in the cart? Do I need bag tags if there are additional bags in the cart?**

- As long as your garbage bags fit into the City-issued garbage cart, they do not require a bag tag.
- Any additional bags placed outside of the cart will require a bag tag.
- Any garbage placed in the cart must be in bags and the lid must be able to close.

**Can we still place garbage in white kitchen bags in the carts?**

- Yes, residents may choose which type of garbage bag they want to use as long as it fits in the City-issued cart provided.

**I haven't received my new curbside waste collection kit yet, when can I expect it?**

- If you haven't received your curbside waste collection kit, please contact the Customer Service Centre by calling 658-4455 or email at [service@saintjohn.ca](mailto:service@saintjohn.ca)

**My kit is missing pieces, how do I get these?**

- Due to a delayed delivery from our supplier, some components of the Curbside Waste Collection Kits have not been included with initial deliveries to some addresses. This may include a blue recycling tote and lid and a green recycling tote. If any of these are missing from your kit, they will be delivered as soon as the City receives them. We encourage residents to use an alternate container to store recycling until the new ones are delivered.

**Where can I buy bag tags and when?**

- Bag tags are available at many locations across the City, see a full list [here](#).

**The recycling bins don't hold all of my recycling, what do I do?**

Additional recycling containers can be used to sort and store recycling as long as they meet the following criteria:

- o The container must not hold more than 90 litres
- o It must be a container that can be manually picked up by solid waste employees
- o It cannot weigh more than 20lbs (9kg) including contents

There is no limit to the amount of recycling households can place at the curb. The colour of the container does not matter; however, contents must be properly sorted by paper and cardboard or plastics and metals.



### **What's the first thing I need to know?**

By October 2022 curbside recycling will be available to all City of Saint John solid waste customers. This is to complement our current solid waste and compost pick up service.

### **Who is a City of Saint John solid waste customer?**

Residential properties with four units or less are considered solid waste customers and receive collection service from the City of Saint John. If you live in a building with more units or are a business, your service is supplied by a private solid waste company.

### **What's this program in a nutshell?**

The City is introducing free curbside recycling and putting limits on how much garbage can be throw out free of charge. This project will also include technology to make our service safer and more efficient for our operators, allow us to reduce landfill fees for garbage and compost, and extend the life of the regional landfill.

### **How will it work?**

City of Saint John solid waste customers will receive:

- one (1)(180L) garbage cart
- one (1) green recycling tote for plastic and metal
- one (1) blue recycling tote complete with a lid for paper, cardboard, and boxboard

You will continue to use the compost cart supplied by Fundy Recycles.

Any garbage bags that don't fit in the supplied cart will need to have a purchased bag tag attached.

Garbage and compost carts are to be placed with wheels to the curb (or towards the ditch in rural areas) by 7:30 a.m. on your regular pick-up day.

Recycling must be curbside for pick-up by 10:00 p.m. the evening before your regular garbage pick-up day.

### **Isn't this just a cash grab?**

To the contrary. The City is supplying all of the materials needed, plus adding curbside recycling at no added expense to customers. This program is designed to save money by reducing the tipping (delivery) fees for garbage. The more customers recycle and compost, the more money will be saved at the landfill.

### **Why is the City doing this?**

Most cities in North America offer curbside recycling and limit the volume of garbage placed curbside. There is a shared responsibility to keep our neighbourhoods and community clean. The new solid waste service allows for residents to reduce waste by implementing curbside recycling and limited garbage.

Fundy Recycles (who runs the landfill) will be discontinuing it's "blue bin" program in October, so the timing has never been better.

### **Has this been done in Saint John before?**

In the summer of 2021, the City ran a pilot project consisting of 1,100 residences in the Latimore Lake and Rockwood Park areas. A post pilot survey was conducted to gather feedback and suggestions for improvements.

In response to the question "How would you rate the overall customer service experience?", the responses were:



- Very good 55
- Good 37
- Poorly 12
- Very poorly 6

In response to the question “How would you rate the overall implementation of the Waste Wise Program in your neighbourhood?”, the responses were:

- Very good 52
- Good 41
- Poorly 12
- Very poorly 7

This model is not unique. These same carts, totes, and processes have been implemented successfully in many cities, towns, and villages across North America.

#### **Why are there green and blue recycle totes?**

There are two separate totes so you can easily sort your paper and cardboard from your plastics and metals.

#### **Why can't we use green and blue bags?**

Solid waste collected in the City of Saint John and surrounding areas is delivered and processed by the Fundy Region Services Commission. The commission does not accept single use plastic bags as part of its recycling service.

#### **I don't have room for recycling, where do I put it?**

The volume of what you are throwing out won't change with this program. Think about where you keep and store your garbage now and how you might incorporate space for your recycling.

#### **What if I put garbage in my recycling totes or compost cart?**

Recycling and compost will be collected by hand. Operators will leave any materials that are not properly sorted on the property.

#### **What is the bag tag system?**

Solid waste customers will be able to purchase bag tags to put on bags that don't fit into the provided cart or within the limits in their collection area.

#### **What will I be able to recycle?**

Recycling must be sorted into two streams. Paper, cardboard and corrugated cardboard (waves in the middle) in the blue totes. Metal and plastic (no plastic bags of any kind) in the green tote.

You can find a complete list of *what goes where* by visiting [Recycling \(fundyrecycles.com\)](http://Recycling.fundyrecycles.com)

#### **What can I compost?**

You can find a complete list of what goes where by visiting [Recycling \(fundyrecycles.com\)](http://Recycling.fundyrecycles.com)



### **What about winter?**

Winter creates challenges for many residents, including our seniors. Currently all solid waste customers carry their solid waste to the curb. The City issued cart will be on wheels which should give those with difficulties a better source of stability when placing at the curb. The recycle totes are a standard size not larger than a standard garbage bag. The City did not hear any concerns about difficulty handling the carts and totes.

### **I don't have a compost cart, what do I do?**

If your residence does not have a compost cart or kitchen bin - or your cart is broken, you can order one by visiting the [Fundy Regional Service Commission](#).

### **How do I set my cart and totes out for collection?**

Garbage and recycling will be collected separately. Garbage and compost carts are to be placed with wheels to the curb (or towards the ditch in rural areas) by 7:30 a.m. on your regular pick-up day. Recycling must be curbside for pick-up by 10:00 p.m. the evening before your regular garbage pick-up day.

### **Do materials need to be bagged before being put in the carts?**

Garbage must be bagged, even when placed in carts. This is required in case the automated arm is malfunctioning and City staff need to pick bags up by hand. Compost should be appropriately bagged in order to avoid rodents and ensure everything in the bin is emptied at pick up. Additional yard waste to be composted must be bagged. Recycling materials must remain loose in the tote.

### **What if my cart and or totes get damaged?**

The City will supply the first set of carts and totes for free. Customers are responsible for them after that. If your city issued cart or recycle totes are damaged by City Operators, City staff will investigate and replace them accordingly.

### **Now that the blue bins are gone, I can no longer recycle, what can I do?**

The City has explored By-law options that would mandate these commercial properties to recycle. Unfortunately, the City has no jurisdiction over these commercial entities and under current legislation does not have the authority to enforce these waste diversion requirements.

Businesses and apartments of more than four units are classified as commercial and must provide their own waste collection, including recycling. Residents are encouraged to speak with their landlords. There are options for collection of recyclable material by these property types currently available:

- The Blue Run is a Saint John company offering both paid residential and commercial collection of recyclable material. All material is brought to the Fundy Region Solid Waste (FRSC) recycling facility.
- Cardboard collection may be a standard offering from private waste haulers.
- Access Data Management Corp (formerly Saint John Recycling) offers a paper and cardboard recycling service to businesses.
- The FRSC currently offers no-charge for recyclable material brought directly to the material recovery facility located at Crane Mountain Landfill.

If you have any other questions, please contact our Customer Service Centre at 658-4455 or via email at [service@saintjohn.ca](mailto:service@saintjohn.ca) or visit [saintjohn.ca](http://saintjohn.ca).