



News Release

Missed Curbside Collections

Sechelt, BC – September 3, 2021- As many residents reading this news release are aware, parts of the Sunshine Coast are experiencing significant disruptions to curbside collection. The company contracted by the Sunshine Coast Regional District (SCRD), Waste Management, has staffing issues which have caused service interruptions on a number of routes in recent weeks.

The SCRD understands that this has caused a lot of frustration in the community and want to provide an update on what is being done as we work to avoid these disruptions.

- The SCRD is in daily, at times hourly contact with Waste Management to ensure that the most up to date information is available to residents.
- The SCRD Senior Leadership team has made it clear to Waste Management that the current situation is unacceptable and that Waste Management must ensure that reliable recovery plans are in place for missed pickups. In recent weeks this has included Waste Management providing an additional truck on weekends to drive all routes to collect garbage and green bins that had not yet been picked up.
- The SCRD has relayed concerns about the availability of public garbage bins at the Waste Management facility at 5920 Sechelt Inlet Road in Sechelt. Waste Management have confirmed that these bins will remain available for residents' weekdays from 8am-4pm.
- The SCRD has raised concerns with Waste Management about the potential impacts on wildlife should they access bins that were placed curbside and not collected. The SCRD is working with WildSafe BC to address these concerns.

Waste Management has made the SCRD aware that they are doing everything they can as they work towards providing a more reliable service. Unfortunately, it's expected that there will continue to be service interruptions until their staffing shortage is resolved.

The SCRD understands that this prolonged service disruption is frustrating. SCRD staff are also Sunshine Coast residents, many of us are also experiencing frustration as a result of these service disruptions. We are doing everything we can to help improve the situation and we would like to express our appreciation and gratitude to many of our fellow residents for their understanding and respectful engagement.

There have been, unfortunately, several interactions, either in person, by phone or by email which could not remotely be considered as respectful. This is completely unacceptable. The SCRD would like to clearly state that we promote and strive to provide a work environment where all of our employees and members of the public we serve can enjoy a service environment where everyone is treated with

dignity and respect. SCRD staff are being instructed to immediately cease any interaction, be it by phone or in person where frustration crosses a line into abuse.

Refunds

SCRD staff are being asked frequently about refunds for residents. Residents will be made aware should there be any development in future conversations between the SCRD and Waste Management about financial compensation.

Service Alerts

As we continue to experience service disruptions, the following are the best ways for residents to receive the latest and most up to date information on missed curbside collections.

1. The SCRD Collects APP. The application is managed by SCRD staff. Once Waste Management provide information to staff about a missed pickup, alerts are sent out to affected homeowners direct to their devices. Alerts can also be received by phone call, text or email if you do not have a smart phone. Information on how to download the application or set up service alerts can be found here: <https://www.scrd.ca/curbside-schedule>
2. Waste Management have a service alerts page at www.wmnorthwest.com/britishcolumbia which Waste Management update regularly.
3. You can contact Waste Management directly at 1-800-774-9748. Once you call this number;
 - Follow prompt for English
 - Follow prompt for residential
 - Follow prompt for existing customer
 - Follow prompts for current schedule or other inquiry
 - Provide representative your location - Canada, Sunshine Coast Regional District
 - Provide representative your address

Please note that this **call centre is not managed by the SCRD.**

Media Enquiries:

Dean McKinley, Chief Administrative Officer
Sunshine Coast Regional District
Phone: 604-885-6800
Email: dean.mckinley@scrd.ca