

FREQUENTLY ASKED QUESTIONS: NEW 2012 GARBAGE COLLECTION CALENDARS AND ROUTE CHANGES IN 2012

How do I know when my garbage will be picked up?

The 2012 Automated Garbage Collection Calendar provides information on your garbage collection route – to find your route, simply match your neighbourhood with the colour-coded collection dates on the calendar.

When are routes changing?

The new routes take effect **January 1, 2012**.

I used the December 2011 information on the new calendar and my garbage wasn't picked up – what's going on?

The December 2011 information on the new 2012 calendars was printed in error. Please consult the 2011 calendar for information up to the end of December. We apologize for the inconvenience this has caused residents.

Why does the City keep changing my route?

The City is always looking for ways to provide more efficient garbage collection services. As the City continues to grow, there are more households and more garbage to collect. To be cost-effective and service oriented, we need to ensure we are collecting garbage using the most efficient route system. The conversion to individual roll-out carts is also now complete, so we're in a position to create even greater efficiencies.

What are the benefits of the new route system?

The new route changes will result in decreased driving time to the landfill as east-west routes are balanced, less overtime will be required, there will be less wear and tear on garbage collection equipment, and greenhouse gas emissions will be reduced. All these benefits translate into cost savings and increased customer service.

When will my new calendar be delivered to my home?

Every home that has an individual roll-out cart will receive a 2012 calendar in late November.

What if I don't get a new calendar in the mail or what if I don't notice it and accidentally throw it away?

Calendars are available on the City's website at www.saskatoon.ca – click on "G" for garbage calendars. Hard copy calendars are also available for pick up from neighbourhood libraries and City Hall.