



The Corporation of the City of Courtenay

Briefing Note

To: Council

File No.: 5360-02

From: Director of Operational Services

Date: June 25, 2025

Subject: Solid Waste Curbside Collection Zone and Calendar Update

PURPOSE:

To update Council on the changes to the solid waste collection zones and accompanying calendar changes.

BACKGROUND:

Due to improvements identified since the City introduced automated curbside collection in 2024, the City of Courtenay will adjust its collection schedule to reflect new zones, effective **Tuesday, July 2, 2025**. This change is part of an ongoing effort to improve service efficiency and align with regional partners.

DISCUSSION:

As many residents will experience a change in their collection schedule due to new collection zone boundaries taking effect on July 2, an updated collection schedule and zone maps will be mailed to all residents receiving curbside collection. In the event of a postal strike in June, full-page newspaper advertisements outlining collection schedules and zones will be published in the June 18 and June 25 editions of the local paper. The updated schedules and zone maps have already been posted to the City's Solid Waste webpage, and for those who use the Courtenay Collects app, the schedule will automatically update along with scheduled notifications. The new zone map and a collection calendar mail-out are included in the attachments.

Aside from a different collection schedule and likely a different collection time, the frequency of collection will, however, remain the same. Organics are collected weekly, while garbage and recycling are collected alternately biweekly. The add-a-day schedule also remains the same, with collection shifting forward by one day after every statutory holiday. In some areas, as a result of the transition, residents will experience a longer-than-usual period between recycling collections. In this case, neighbourhood-specific letters will be delivered to those residents in June, notifying them of a one-time additional recycling or make-up collection day. This additional recycling collection day is scheduled for July 4, 2025.

This change follows the successful implementation of the automated three-stream collection system in 2024, which has already led to a 40% reduction in landfill waste and a significant reduction in greenhouse gas emissions.

FINANCIAL IMPLICATIONS:

There will be no impact on the solid waste curbside collection fees due to this change.

STRATEGIC PRIORITIES REFERENCE:

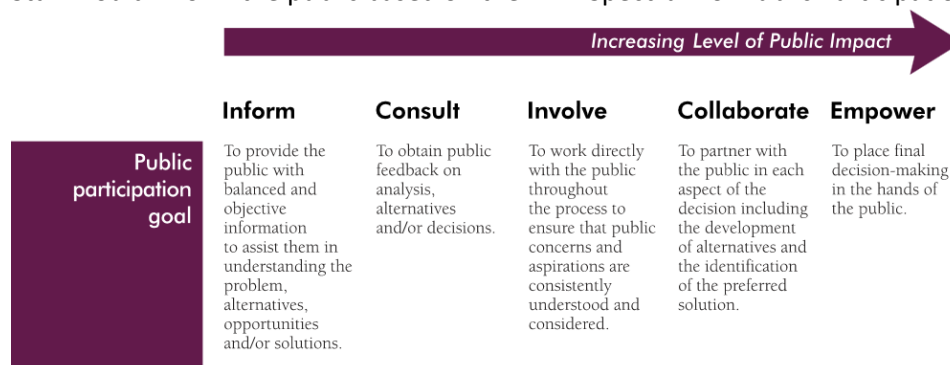
This initiative addresses the following strategic priorities:

- Municipal Infrastructure - Continued regional collaboration: Regional Growth Strategy, Liquid Waste Management Plan, South Sewer Conveyance, organics/solid waste, air quality, and regional parks

PUBLIC ENGAGEMENT:

A robust communications plan is in place, as many residents will change collection days. The new calendars will be mailed out, newspaper ads will run throughout June 2025 in the lead up to the transition in July, the Courtenay Collects app will update and push out notifications, and social media channels will be used. In some areas, neighbourhood-specific letters will be delivered to residents who will see a longer-than-usual period between recycling collections. Additionally, the City's student ambassadors will also be at community locations and events in June (including Canada Day), speaking about the upcoming zone change.

Staff would inform the public based on the IAP2 Spectrum of Public Participation:



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RECOMMENDATION: THAT Council receive the Solid Waste Curbside Collection Zone and Calendar Update briefing note.

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Attachments:

1. Solid Waste Collection Zone Map
2. Solid Waste Collection Calendar - Mail-out Example