



Region of Waterloo

2026 Curbside Waste Collection Changes Implementation

Sustainability, Infrastructure, and Development Committee

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Director, Waste Management

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Overview



Affects over 165,000 residential and 1,500 Downtown Business Improvement Area properties



Delivery of over 330,000 carts in four months to ensure residential collection begins on March 2, 2026



Engaging with over 1,500 businesses on determining cart sizes, number of carts, set-out locations and collection days in the 10 Downtown BIAs



Four temporary contract waste coordinators, and up to ten co-op students and four part time community connector staff, will be utilized to plan, implement and monitor the program and service

Proposed Implementation Plan

**Phase One
Awareness**



March to June 2025

**Phase Two
Preparation**



June 2025 to February 2026

**Phase Three
Implementation**



March to September 2026

**Phase Four
Reinforcement and Retention**



Fall 2026 to Spring 2027

Key Elements of Implementation

- Share information – who, what, why, how?
- Choose your garbage cart size
- Carts will be delivered between October 2025 to February 2026
- New residential collection schedule – Tuesday to Friday




Key Elements of Implementation

- Starting March 2, 2026, education at the curb to correct errors and provide reminders on how to sort and set out waste. Customer service is a priority!
- One-time size exchange for garbage carts available
- Customer service and contract management enters "day to day" on-going operations



Roles and Responsibilities of Temporary Staff

- Review unique collection areas, administer cart processes, coordinate exemption programs, update policies, procedures, software and the waste by-law
 - Engage with accessibility advisory committees, area municipalities and Downtown BIAs, develop education and outreach and coordinate contractor and SFCC training
 - Delivery of pop-up events, such as information booths, presentations, meetings, tours, and the curbside street team
 - Assist with on-going education and outreach, and contract oversight
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Next Steps

- Recruitment of temporary staff resources
- Initiate meetings with interest holders (advisory committees, area municipalities, BIAs)
- Update advertising such as revised waste calendars, truck decals, website and waste whiz updates
- Outreach and engagement through community special events, pop-up events and direct curbside support

Questions? Thank you!