

## Media Release

January 30, 2018

**FOR IMMEDIATE RELEASE**

### **NEW CALL CENTRE FOR CURBSIDE WASTE COLLECTION AND RECYCLING ESTABLISHED Service Inquiries Now Routed Directly to Contractor**

**WHITCHURCH-STOUFFVILLE, ON** – The Town of Whitchurch-Stouffville’s new multi-year contract for waste collection with Green for Life Environmental Corporation (GFL) came into effect January 1, 2018.

The contract is joint venture with the Town’s northern neighbours including Aurora, Newmarket, East Gwillimbury, Georgina and King Township. GFL will continue to provide curbside collection of garbage, recyclable material, source separated organic material, yard waste and special waste.

Residents can look forward to service delivery improvements and program modifications which have been added to the new contract. Improvements include an enhanced centralized call centre service to manage all inquiries and service requests related to waste collection.

Residents can call GFL at 1-866-421-5625 or e-mail [wasteline@gflenv.com](mailto:wasteline@gflenv.com) for assistance with waste management questions/inquires, missed collections or green and blue bin delivery. The customer service line is open Monday to Friday from 7 a.m. to 7 p.m. GFL’s Customer Service Representatives (CSRs) in the call centre have immediate access to truck locations using GPS technology along with video recordings of the entire collection route. The CRS can identify the problem or concern, and direct it to the responsible GFL Route Supervisor, usually the same day. The Town monitors this service regularly, and can listen-in to active calls or recordings of conversations for quality control and continuous improvement.

“The updated customer service options will really benefit our residents,” says Town of Whitchurch-Stouffville Director of Public Works, Rob Flindall. “Having a direct line to contact

GFL for questions and inquiries will allow residents to get quicker and more accurate responses.”

Another update to the contract is the delivery of blue and green bins directly to new property owners and the replacement of damaged bins. Residents will no longer need to travel to the municipal offices to pick up bins.

No significant changes have been made to collection routes and service levels, according to Flindall.

Residents are reminded that all material must be placed out for collection by 7 a.m. on collection days to avoid being missed. Please place green and blue bins and garbage bags/containers at the end of driveways in an area cleared of snow instead of on the road or on top of a snowbank.

To access waste and recycling information, residents are encouraged to download the Town’s mobile app, Ping Street. The app includes a “What Goes Where” search feature, and allows users to set reminders for collection day and receive notifications on important changes to waste and recycling programs. The York Region “Bindicator” available on the Region of York website at [www.york.ca](http://www.york.ca) is another valuable resource.

### **About the Town of Whitchurch-Stouffville**

The Town of Whitchurch-Stouffville is one of the jewels of the GTA, located just north of Toronto on Highway 404. We are a community rich in heritage and character and we are committed to offering our residents and businesses ‘Country Close to the City’.

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