

## **City of Haverhill Wheeled Trash Cart Collection Program Frequently Asked Questions**

In just a few weeks each eligible Haverhill household will receive a wheeled trash cart for your use in disposing of your trash. Here is a listing of frequently asked questions regarding this new program. You can also find much more information on the City of Haverhill web site at [www.haverhillma.gov](http://www.haverhillma.gov)

### **What is Automated Collection?**

Automated collection is a thoroughly proven method of residential solid waste collection used by over 60 communities in the Commonwealth as a cost-effective option to manual collection. Each home is provided with a wheeled cart, which is easy to roll and place curbside on the designated collection day. The garbage trucks, equipped with a lifting device on the curbside, will lift, empty and return the carts to the same spot. The operator never has to leave the truck cab, but controls the entire loading operation from his cab of the vehicle.

### **What is Semi-Automated Collection?**

Semi-Automated Collection is similar to Automated Collection except that the trucks with the side collection arms are not used. Conventional rear loading trucks are fitted with the necessary cart lifting devices to empty the carts. This method of collection may come into effect in just a few areas of the City that are more condensed and have limited curb space.

### **Why is the City changing to Automated Collection?**

Automated collection will increase efficiency of trash collection while improving safety. Worker injuries are reduced thereby reducing workman compensation claims and insurance costs. Overall operating costs are reduced. Automation provides stable annual costs for collection while improving service. It has been shown to improve recycling efforts and reduce amount of trash processed, and therefore, lower costs for disposal.

City provides the cart, so no more trash carts to buy. The carts are maneuverable and easy to roll. Carts feature large wheels and do not need to be picked up and carried. Residents will only have to wheel out a single container each week. Snug fitting lids are attached to the cart so they won't blow off or get lost. Litter, odors, animal and fly problems are greatly reduced improving the quality of life and aesthetics of the neighborhood. Carts also make the City streets safer and more sanitary for kids when walking to school or waiting for the bus.

### **Is the wheeled cart for trash or recycling?**

The wheeled cart you will receive is for the use of TRASH ONLY. Recycling collection and methodology will remain the same. Do not use your trash cart for recycling as it will NOT be collected.

### **How many carts and what size carts will I get?**

Single-family homes through eight-unit households are eligible to have their trash and recycling picked up through the City's program. Residences listed as a single family

household will receive one 64-gallon wheeled cart for trash; residences listed as two-family households will receive two 64-gallon carts, residences listed as three-family households will receive three 64-gallon carts for trash and so forth up to eight units.

**What should I do with my old trash barrels?**

We recommend re-purposing your old trash barrels into recycling containers by placing a “Haverhill Recycles” sticker on it. Stickers are available at the Recycling Center on 500 Primrose Street or at City Hall. You will be provided with a recycling sticker when your new cart is dropped off at your household. If you do not wish to keep your old trash container they can be brought to the Recycling Center on Wednesdays and Saturdays, between 8:00 am to 1:00 pm.

**Where will I store these wheeled carts?**

The 64-gallon wheeled cart for trash takes up less space than the two typical 32-gallon trash barrels currently being used by residents. If storage space is an issue, City representatives can meet with you to discuss options.

**Is my trash and recycle day changing?**

No. Collection schedules will not be changed unless otherwise noted. Please make sure to always have your trash and recyclables out at 6:00 am on your day of collection per Board of Health Regulations.

**When should I put the cart out?**

Your cart must be at the curb by 6:00 am on your trash and/or recycling day.

**Where should I put my cart on my trash Collection Day?**

Carts must be placed at least three feet from obstacles such as utility poles, mailboxes, trees and parked cars. Carts should be as close to the curb as possible but no further than 5 feet away from the curb edge. Make sure the container’s handle is toward your home and the arrows on the top of the lid are facing the street. When your cart is delivered, it will be placed in the most ideal location for service. Please do your best to place trash carts in the best location possible for collection by the automated trucks, and avoid placing near obstacles such as fire hydrants, trees, parked cars, etc.

**Why do the arrows on the trash cart need to be pointing towards the street on your collection day?**

To allow proper collection, the mechanical arm fits the carts molded body when faced towards the street. The automated collection truck cannot turn the container around as it picks it up. Dumping the container “backwards” or “sideways” can break or damage the cart and or other equipment on the vehicle so containers must be placed with the arrows facing towards the street to assure proper collection.

**Why do I need to provide space between my garbage cart, recycling bin and other items out for collection?**

The collection arm on the automated truck requires space to make the collection safely so that it will not tip over other containers, damage your property or any other obstructions placed in the vicinity of the cart. Please keep the containers away from mailboxes, fire hydrants, telephone poles and other obstacles that may interfere with the collection.

## What happens when parked cars block access to the wheeled carts?

Occasionally this will be an issue with the program and we expect that this may happen from time to time. The first couple months of the program will be an adjustment period. As in other communities that have implemented automated collection programs, the collection vendor will work in cooperation with the City to resolve such instances.

### When will I receive my wheeled trash cart and when can I start using it?

Your cart(s) will be delivered between April 19<sup>th</sup> and April 30<sup>th</sup>. DO NOT USE YOUR CARTS UNTIL THE START DATE of May 2<sup>nd</sup> 2016. The waste hauler will not be fully equipped to collect these carts until the official start date of MAY 2<sup>ND</sup> 2016. Carts placed out before May 2nd will NOT be collected.

## When do I start using my cart?

Residents should start using their cart as of May 2<sup>nd</sup> 2016. Please be advised: DO NOT USE YOUR CARTS UNTIL THE START DATE of May 2<sup>nd</sup> 2016. The waste hauler will not be fully equipped to handle these carts until the official start date of MAY 2<sup>ND</sup> 2016. Carts placed out before May 2nd will NOT be collected.

## What can I put in the cart for trash collection?

Only bagged household trash can be put in your container. Please do not put loose garbage into your cart. Do not place recyclable materials, construction material, demolition material, yard waste, hazardous materials or any similar materials in your cart.

### Can I use another container besides the City issued cart for trash?

No. Only the carts issued by the city can be used for curbside municipal collection. Trash left outside the carts will not be collected, except for Official Overflow bags which will be discussed below.

## Do I need to bag my trash?

Yes. All trash should be bagged as best as possible before it is put in the wheeled cart. Bagging helps keep the cart clean and reduces wind blown litter. Note: you may use your traditional white/black bags to place any trash inside the cart – any trash OUTSIDE of the cart must be placed in official over flow bags or it will not be collected.

### What size is the 64 gallon cart?

Standard 64 gallon cart:

Width	– 24"
Depth	– 27"
Height	– 41.5" (Lid to ground)
Height	– 38.75" (cart only)
Wheel Diameter	= 10"

### Will a 64-gallon cart be large enough for my trash?

Recent studies within the City of Haverhill show that the average household places under two barrels out per week. Over 95 percent of the other 40 communities surveyed use 64 gallon carts or smaller. Proper recycling will greatly reduce the volume of your trash.

### What are my options for extra trash that does not fit in the 64-gallon container?

You have 2 options: First option is to purchase official overflow bags at participating locations around the community (see city website at [www.haverhillma.gov](http://www.haverhillma.gov) for details).

Over flow bags are used for the occasional party or gathering where you may have a little extra trash in a given week. Your second option is to rent an additional 64 gallon cart. Applicable costs: Year 1 - \$150, Year 2+ - \$100. An additional 32 gallon cart requested when household already has an existing 64 gallon or (2) two 32 gallon carts: Year 1 = \$115. Year 2+ = \$75. This cost pays for the purchase of the cart and its annual trash disposal at the Covanta Waste to Energy facility. This option is for residents who consistently exceed the 64-gallon limit and need more capacity on a regular basis.

**How much do the overflow bags cost?**

Overflow bags are sold in sleeves of 5 bags for \$7.50 per sleeve. You must purchase a minimum of one sleeve as individual bags will not be sold. Please see participating locations around the community (see city website at [www.haverhillma.gov](http://www.haverhillma.gov) for details)

**Is the City giving away free overflow bags?**

To kick start the program, all households will receive a voucher that is redeemable for 5 free overflow bags. Please be advised that the City will be giving out only one voucher, thereafter you will need to purchase the bags at \$7.50 per sleeve of 5 bags.

**What if I want a second trash cart?**

An additional cart will be available with the following fees: For an additional 64 gallon cart: Year 1 - \$150, Year 2+ - \$100. An additional 32 gallon cart requested when household already has an existing 64 gallon or (2) two 32 gallon carts: Year 1 = \$115. Year 2+ = \$75. This cost pays for the purchase of the cart and its annual trash disposal at the Covanta Waste to Energy facility. This option is for residents who consistently exceed the 64-gallon limit and need more capacity on a regular basis. If you have occasional overage – the City recommends the use of over flow bags, however if your household consistently exceeds the 64 gallon limit, you may rent an additional cart for a yearly fee.

**I'm cleaning out the Garage/Basement/Etc. and I have a lot of trash to get rid of right now. Where can I dispose of it?**

The automated trash collection program is not intended to provide this type of service. The resident is responsible for this disposal. Check in the yellow pages under Rubbish Removal Contractors to see vendors that can provide dumpster rental and disposal.

**Will bulk items still be collected?**

Haverhill residents will still be able to place one (1) bulk item FREE of charge, however, ALL BULK ITEMS MUST BE SCHEDULED BY CALLING CAPITOL WASTE SERVICES AT 1-844-377-1718 at least two (2) business days in advance. As an example, if your trash is normally picked up on a Monday, you must call by Thursday of the prior week to schedule your collection. Residents with Tuesday collection must call by Friday of the prior week, etc. Bulk items include but are not limited to the following: Furniture, mattresses, couches, tables, chairs, other household items which cannot fit in your trash cart. If you wish to place more than one bulk item out per week, the cost of disposal is \$25 for large items and \$10 for small items. Visit [www.haverhillma.gov](http://www.haverhillma.gov) for more details on bulk collection.

**What about construction material?**

Construction material, demolition material, renovation material or hazardous waste is not accepted by the City of Haverhill. You must privately dispose of such materials.

**What if my cart gets damaged or stolen?**

The carts are the property of the City of Haverhill and each one is assigned an address and a serial number. If the collection truck causes the damage or a result of normal wear, the City will replace the cart at no charge to you. Damage resulting from negligence or abuse by the resident will be the responsibility of the resident. All reports of damage or theft will be investigated and should be reported. Upon verification by the Department of Public Works and/or Police Department, stolen carts will be replaced at no charge to the resident.

**If I move, do I take the cart with me?**

No. The cart is the property of the City of Haverhill and is assigned to each street address by means of a unique serial number. If you move, please leave the cart at your home.

**Why weren't the bags/boxes I placed on top of the cart collected?**

No waste is to be placed on top of the automated container as it will fall off the container and cause collection issues and trash to be strewn. Official overflow bags should be placed next to the trash cart and not on the lid.

**Extra carts were left at my multifamily house even though I do not rent out any of the units. What do I do with the extra carts?**

All carts were distributed based on data on file with the Assessor's Department. If you do not need the additional carts please call the Public Works Department at 978-420-3817 and the extra carts will be picked up. Any cart left curbside 48 hours after delivery will be removed by the city.

**Will my cart be emptied if it is placed in the wrong spot?**

During the first few weeks of the new program, your cart will be emptied even if it is placed in the wrong spot. If you find your cart in a different location at the end of the collection day, please note where it is located and set out the cart at this location in the future.

**I live in a Condo with dumpster service. Will I get a cart?**

All residential condominium associations currently receiving dumpster service will continue receiving dumpster service; unless otherwise notified by the City. Dumpster service is an efficient form of automated collection and unless otherwise mentioned within your complex, no changes will occur. Dumpster will continue to be collected and no individual carts will be issued. If you currently live in a condominium and receive regular curbside collection from the City, you will receive a new trash cart.

**Will residents receive new recycling carts as well?**

No, not at this time. The City looked into providing 21,000 recycling carts to households but is not able to provide them at this time since the cost is an additional million dollars.

**Will the City provide weekly (versus current service level of once every other week) recycling as there will be a lot more recyclables?**

No, not at this time. The City looked into providing this additional service, but is not able to provide them at this time since the cost is an additional \$ 700,000 per year.

**Can I write my name and address on the wheeled trash carts?**

Residents may stencil their street name and number and/or unit number only on the City-Issued Cart. Each letter and number shall not exceed eight (8) inches in height and shall be white in color. The letters and numbers shall not obstruct the cart serial number or the City seal. Other than the above, residents shall not draw, paint, deface, tamper or damage any City-Issued Cart, e.g., removing wheels or lids, or painting them with other colors.