

## Curbside Collection Automation Project

### Frequently Asked Questions December 4, 2020



Visit [www.casella.com/StrathamNH](http://www.casella.com/StrathamNH) for more information.

The Town of Stratham through a contract with Casella Waste Management of Massachusetts, Inc. will begin automated collection of trash and recycling. Tuesday, February 2, 2021. Below are some Frequently Asked Questions to help you understand the program.

#### ***1. What is Automated Curbside Collection?***

Automated curbside collection utilizes a truck with a mechanical arm to pick up Casella provided carts. Casella will provide each resident one cart for trash and one cart for recycling. The trash and recycling will be picked up on a weekly basis. Each truck only requires a driver to collect the material. ***Collections days will be Tuesday through Friday*** (residents will have the same collection day for both trash and recycling).

#### ***2. What are some benefits to change the mode of collection?***

- This program is more cost effective than the Town's current manual mode of collection.
- More cost effective collection will allow the Town to continue to offer a curbside recycling program, which the Town has indicated a strong preference for in the 2020 survey.
- Automated collection is more efficient, decreasing reliance on fuel and minimizing the carbon footprint.
- The new containers will keep trash and recycling contained more effectively and reduce trash/recycling from being blown around.
- Containers will be uniform in color and form, will be able to be picked up and set down more consistently along roads, improving aesthetics.

#### ***3. When will the four day collection schedule begin?***

*The new collection schedule will begin the week of January 11<sup>th</sup>.* Prior to that week, each resident will receive a brochure that will indicate the day of collection by street name. Approximately 55% of the community will maintain their current service day.

**4. How will I know what my new collection day will be?**

Please visit [www.casella.com/StrathamNH](http://www.casella.com/StrathamNH) to find out your street's collection day, which will be effect the week of January 11<sup>th</sup>. Approximately 55% of the community will maintain their current service day.

**5. When will I receive my trash and recycling cart for this new program?**

Trash and Recycling carts will start being delivered on January 18, 2021 and will be completed before the first pick-up day for the new program, Tuesday February 2, 2021. Casella and a third-party cart manufacturer - Rehrig Pacific - are managing the cart drop-off process in close coordination with the Town.

**6. I received my new trash and recycling carts, when can I start using it?**

Since the new carts are designed to be emptied with the automated collection vehicle, we ask that residents do not begin using these until the new collection program begins the week of February 2.

**7. What size cart will I receive?**

Residents living in single family homes will receive one 95 gallon cart for trash and one 95 gallon cart for recyclables. Residents living in townhomes and condominiums will receive one 65 gallon cart for trash and one 65 gallon cart for recycle. See question 9 for more information about cart options.

**8. Do I need to put all my trash and recycling in the cart?**

Yes, all material is required to be inside the container (including cardboard). Any material left outside the container will not be collected.

**9. What if I have a cart designed for automated collection? Can I keep it?**

Yes, the Town and Casella have created a program to respond to residents who have expressed an interest in keeping their automated collection compliant carts (including 32 gallon-sized carts).

Residents can chose to participate in the "*Sticker Program (Homeowner-owned Cart Use Program)*". Those who register for the program, will receive a sticker to place on their automated collection cart in the mail. In turn, they will not receive carts when they are delivered (you can opt to not receive either new trash or recycling carts, or both). Registration for the *Sticker Program* are due by January 5<sup>th</sup>. Each residence is permitted to use one trash cart and one recycle cart only. Please visit [www.casella.com/StrathamNH](http://www.casella.com/StrathamNH) for information on the "*Home Owned Cart Use Program*" and to register.

### **10. Who is the manufacturer of the carts we'll receive from Casella?**

Rehrig Pacific manufactures the carts. The carts Stratham will receive will be constructed of 40% post-consumer recycle content and they are made in America (Pennsylvania). They utilize a process called co-injection to achieve this level of recycled content. If you'd like more information go to [rehrigpacific.com/sustainability/co-injection](http://rehrigpacific.com/sustainability/co-injection).

### **11. What do I do with my old trash and recycling containers?**

Residents have four options to choose from;

1. Reuse the containers for other purposes around their residence (i.e. to keep sporting equipment or yard tools).
2. Residents who own a container designed for automated collection, may utilize the container in the new automated collection program. Residents will be required to adhere to terms and conditions, and register their cart to participate. ***Please see question 9 for more information.***
3. Recycle your container. The Department of Public Works will set up a drop off location at the Transfer Station so residents can drop off their containers to be recycled. Containers must be clean and free of debris. These can be dropped off on **Saturday February 6 and Saturday February 20<sup>th</sup> from 9:00 a.m to 4:00 p.m.**
4. Prior to the start of automated collection, residents can write "Take with trash" on their container and it will be collected during the final weeks of manual collection (weeks of January 18<sup>th</sup> and January 25<sup>th</sup>).

### **12. What if I have more trash or recycling than container capacity?**

The Stratham Transfer Station is open on the first and third Saturday of the month from December 1st through March 31<sup>st</sup> (from 9:00 a.m. to 4:00 p.m.). The Select Board is currently working to add additional hours of operation during the week in the spring of 2021 as a result of feedback received from the CCAC and the community. Please stay tuned for more information.

### **13. If I need an extra cart, will the town provide one?**

In order to provide the most cost effective form of collection, the Town is only providing one trash and one recycle cart to each resident. The Transfer Station will have the ability to accept additional waste if needed.

#### **14. What is the timeline for the transition?**

January 5, 2021 – Last day for “Sticker Program” (Homeowner-owned Cart Use Program) registration.

January 11, 2021 (week of) – Transition to 4 day collections route. Visit [www.casella.com/StrathamNH](http://www.casella.com/StrathamNH) for your pick-up day.

January 18, 2021 (week of) – New carts delivered to Stratham properties.

February 2, 2021 – Start of automated curbside collections.

- Residents may now begin to use new carts.
- Residents may label old containers with “Dispose with Trash” and place curbside for collections.

February 6 & 20, 2021 – Old container drop off at Transfer Station. These carts will be recycled.

#### **15. What if I want a different size cart?**

Cart size selection was based on feedback from the Curbside Collection Advisory Committee survey administered in April – May, 2020 as well as from the experience of other communities that have automated curbside collection. The Town will review requests for cart swaps in May 2021. Residents also have the option to participate in the “Sticker Program” (*Privately-owned Cart Use Program*) (see Question 9) that will allow them to use an automated collection compliant cart that they own.

#### **16. What will happen to the \$365,000 Warrant Article approved by the Town appropriated at the 2019 Town Meeting for acquisition of carts?**

Under this contract, the Town will not own or manage the carts needed to be used for curbside collection. The \$365,000 will not be needed. At a future Town Meeting, the Town can vote to lapse this appropriation by a majority vote. The funds then become part of the Town’s unassigned fund balance and are available for use to offset future taxes (for example).

#### **17. I’ve sold my home and I’m moving, can I take my cart with me?**

No, the carts are property of Casella and should stay at the residence. Each cart has a unique serial number that corresponds with a specific address in Stratham. If a cart was moved, Casella can use the serial number to identify its original origin.

**18. What other Towns in our County are using this system (and what population do they have)?**

Casella's Salem, New Hampshire based hauling division (out of which Stratham is served) provides automated collection in Danville, NH (pop. 4,539), Atkinson, NH (pop. 6,901), Allenstown, NH (pop. 4,359), and Merrimac, MA (pop. 6,913). The company as a whole provides automated collection for several municipalities throughout New England. Casella is experienced in transitioning communities to the automation system. These videos may be helpful in demonstrating the automated system at work in other nearby locales.

**Merrimac, Massachusetts Video**

<https://www.youtube.com/watch?v=EvgV2UA5gMo>

**Atkinson, New Hampshire Video (Part 1)**

[https://www.youtube.com/watch?v=q-50iJG\\_r9Y](https://www.youtube.com/watch?v=q-50iJG_r9Y)

**Atkinson, New Hampshire Video (Part 2)**

<https://www.youtube.com/watch?v=t3jffj888M>

**19. How can I help keep the Town's costs down for collection and disposal?**

Households can also work to diminish their waste stream through a variety of efforts. This may include household composting and general efforts to reduce waste. Every pound of waste diverted from the landfill translates directly into less money paid by the town in tipping fees.

*"Recycle Better"*

Casella has created a video which shows how and why we as a community should "Recycle Better". You can view the view here:

<https://www.youtube.com/watch?v=LdvboQQWUc8>

*What's Recyclable?*

As always, adherence to what is and what is not recycling will help improve waste stream quality and save costs. For more information, please visit

[www.casella.com/StrathamNH](http://www.casella.com/StrathamNH).

**20. Where can get help with my questions?**

Casella Waste Services is committed to maintaining direct contact with Stratham residents regarding any questions or concerns.

- Damaged Cart
- Missed collections
- Holiday schedule impacts

- Etc.

Residents will be provided customer service contact information within Casella's customer guide pamphlet prior to the start of each contract year.

All documents associated with the roll-out of the new program can be found at: [www.casella.com/StrathamNH](http://www.casella.com/StrathamNH)

Casella has created a dedicated phone number for residents of Stratham who have questions or need clarification about the program. **For questions, please call (603) 898 3680.**

## 21. Summary of Important Dates

January 5, 2021 – Last day for “Sticker Program” (Homeowner-owned Cart Use Program) registration.

January 11, 2021 (week of) – Transition to 4 day collections route. Visit [www.casella.com/StrathamNH](http://www.casella.com/StrathamNH) for your pick-up day.

January 18, 2021 (week of) – New carts delivered to Stratham properties.

February 2, 2021 – Start of automated curbside collections.

- Residents may now begin to use new carts.
- Residents may label old containers with “Dispose with Trash” and place curbside for collections.

February 6 & 20, 2021 – Old container drop off at Transfer Station. These carts will be recycled.

## Resources and More Information

The Town and Casella have worked to make the information you will need as clear and accessible as possible. In addition to this summary, the following resources are available.

All documents associated with the roll-out of the new program can be found at:

[www.casella.com/StrathamNH](http://www.casella.com/StrathamNH)

Casella has created a dedicated phone number for residents of Stratham who have questions or need clarification about the program. **For questions, please call (603) 898 3680.**

At the website, you will find this **Frequently Asked Questions document**.

**For information about recycling receptacles you will no longer need**, please see the Frequently Asked questions document (question 11).

At the website, you will also find the **Registration Form for the “Sticker Program”** (Privately-owned Cart Use Program).

**Program brochures, holiday schedule, and information about recycling** can also be found on the website.