

# Automated Trash & Recycling Collection

## A General Guide for Falmouth Residents



### CARTS ARE COMING!

#### FALMOUTH TRANSITIONS TO AUTOMATED CURBSIDE COLLECTION

**B**eginning this fall, Falmouth will transition to an automated waste collection system. Like many communities in Southern Maine, Falmouth contracts with Casella Waste Systems for residential curbside trash and recycling collection. Casella is now moving to an automated collection system which requires use of Town-owned trash and recycling carts along its routes. All communities contracting with Casella are required to transition to the new automated system. There is no other waste hauler in the region that offers rear loading municipal collection services.

#### Automated Collection

Automated collection requires specialized trucks with an automated side loader. From inside the truck, the driver controls a mechanical arm which grabs the trash or recycling cart and dumps it into the truck. These automated trucks save time, labor costs, and are generally safer for employees. This system requires the purchase of new trash and recycling carts for every residence. These new carts are specifically created to function with the automated trucks' mechanical arm.

#### New Carts

Falmouth worked with neighboring communities in a joint bid process to purchase new trash and recycling carts for each residence. The Town awarded a contract to Toter, an industry leader, who offered a local representative for on-site assistance and high-quality stackable, fully recyclable carts, composed of up to 50% recycled content. The 64-gallon carts have wheels for easy maneuvering and attached lids to keep trash and recyclables dry and secure. Falmouth was fortunate to receive a grant of \$25,000 from The Recycling Partnership to fund a portion of the needed recycling carts. The grant will also cover the costs of some educational and outreach materials related to the transition. The Town will rely on uncommitted fund balances to pay for the remainder of the carts. Residents will not be charged for carts and their purchase will have no impact on the mil rate. The total cost to the Town for approximately 10,000 carts is about \$600,000.

#### Cart Delivery & Implementation

A FREE trash cart and a recycling cart will be delivered to residents' homes. We anticipate distribution to begin on November 27 and could take up to two weeks. The start date for implementing the new collection system is December 4. Residents are advised to begin using their carts upon receipt for their next scheduled collection day. This start date is dependent upon Casella's receipt of their new automated trucks. We will work to keep residents notified of the timing of cart distribution through our usual communication channels. Additional information on cart placement and use will be included in a packet attached to the carts upon distribution. If for some reason you have not received your cart by the week of December 4 and your next scheduled collection date, continue to use your old trash and recycling bins. However, going forward, you must use the new carts to participate in curbside collection service in Falmouth.

#### Route Changes

Collection days may change for some residents. Casella has added an additional collection day (Monday) to Falmouth's schedule. The new schedule and routes will begin on December 4 and will be listed in the information packet attached to the carts upon delivery. You can also find it on our website.

#### Yellow Trash Bags

Falmouth will continue its "Pay As You Throw" (PAYT) waste disposal fee structure.

- Yellow bags are still required for trash disposal.
- Recycling should be placed directly into the new recycling carts and not in a bag.

Everything must be placed in the cart for collection. Additional bags, bins, or broken-down boxes sitting next to the carts cannot be collected. Additional trash or recycling can be saved for the following week or brought to the Transfer Station during opening hours.

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## Frequently Asked Questions



### FREQUENTLY ASKED QUESTIONS

**Do I have to use the new carts?** Yes. To participate in curbside collection in Falmouth you must use the new carts that work in conjunction with the new automated collection trucks.

**When do I start using the new carts?** Begin using the carts upon receipt for your next regularly scheduled collection day. Remember to set carts out by 7am to ensure collection. Automated collection will begin on December 4. In the event you have not received a cart by then, continue to use your old bins/cans.

**Will my collection day change?** Some routes may change. Consult the new collection schedule in the information packet attached to your cart or find it on our website. The new collection schedule will begin December 4.

**What should I do with my old bins?** We encourage residents to reuse their old bins for other storage (firewood/kindling, CLYNK, wrapping paper/holiday décor, toys, sports equipment, brush). You may also bring old bins to the Transfer Station for recycling. Bins in good shape will be put to use elsewhere.

**Can I recycle the plastic bag attached to my cart?** Yes, but not in your recycle bin. The Town of Falmouth worked with our partners at Casella and The Recycling Project to find a sustainable way to secure informational packets to the carts. Unfortunately, as many communities before us have discovered, the best way to keep the information from falling into the cart, getting wet, or blowing away is to include it in a plastic bag. These bags can be recycled at facilities who offer this service. You can bring your bag to Town Hall and we will recycle it at the correct facility for you.

**Are the new carts mine to keep?** The Town of Falmouth purchased these carts for each residence. The carts should remain with the property should you move.

**I didn't get any carts.**

**What should I do?** Cart delivery is scheduled to begin on December 4 and could take up to two weeks. If your neighbors have all received their carts and you did not, call 207-781-3919.

**My cart lid doesn't fit or my cart looks misshapen. What should I do?** Some carts may become compressed or lids may become distorted during shipment. Usually, after sitting outside in the sun for a few days, the carts will return to their correct shape and the lid will fit. Please allow for this adjustment period before calling Public Works. If your cart appears cracked or broken, call 207-781-3919.

**Can I opt out of this service?** Yes. You may choose to bring your trash and recycling to the Transfer Station. Trash must be in yellow Town trash bags and your vehicle must have a Transfer Station sticker. Call Public Works at 207-781-3919 to opt out.

**My trash was not collected. Who do I call?** If your carts were placed curbside by 7am and not collected, contact Casella Customer Service at: 207-883-9777.

**Where do I get more information?**

The Town will provide additional information regarding cart delivery and the implementation of the new collection system via its website, E-Alerts, social media sites, newsletter, direct mailings, and *Forecaster* ads. Residents are strongly encouraged to subscribe to News & Announcements E-Alerts to receive the most up-to-date information regarding this transition. Subscribe at: [www.falmouthme.org/subscribe](http://www.falmouthme.org/subscribe)

Information can also be found on our website at: [www.falmouthme.org/public-works-department](http://www.falmouthme.org/public-works-department)