

## **SPECIAL COMMITTEE ON SOLID WASTE ACTIVITIES**

**July 16, 2012**

**4:00 p.m.**

Chairman Craig called the meeting to order.

The Clerk called the roll.

Present: Aldermen Craig, Osborne, Corriveau, Greazzo, Arnold

Messrs: K. Sheppard, T. Belanger

Chairman Craig addressed item 3 of the agenda:

3. Updated on citywide single stream recycling.

Mr. Kevin Sheppard, Public Works Director, stated as you recognized I had asked Tony Belanger from Pinard Waste Systems to come with me tonight to give an update on the citywide single stream recycling that began and April 30<sup>th</sup> was the first week. So we've had a couple of months under our belts. I had actually attached some information, and I'll go through that afterwards. I'm finding out that some of that information may not all be correct, but what I wanted to say is that the program is going very well. Pinard Waste Systems rolled out the blue carts; what I believe are very minor issues during the roll-out, especially in a city like this it is pretty difficult identifying all of our existing customers. Pinard has been very responsive to people who have been asking for blue carts. With the monies that were available we were able to purchase a total of about 18,500 carts, and I believe Tony is telling me that somewhere just over 17,000 have been delivered. That doesn't mean there are 17,000 properties participating because there are some properties that may have two or three or four containers, but all in

all it's very good. I believe the last time I was before the committee our anticipation was somewhere around 12,000 or 13,000 properties; I'm not too sure if Tony has an idea of how many properties we may be up to at this point.

Mr. Tony Belanger, Pinard Waste Systems, stated you have probably somewhere in the vicinity of about 16,000 to 16,500 at this point.

Mr. Sheppard stated so we have seen a lot of the blue carts go out and a lot of neighbors saw the blue carts go out and asked how can they get one, which is a good thing. We have seen a lot of people start recycling now that we have passed out the blue carts to the city residents. Some of the items in my letter, which is on page 3-1 of your agenda, I worked through with Pinard Waste Systems. I'm not necessarily looking for the committee's vote or approval on this as this is just working through the process such as multi-family and condominium associations we take a look at those as one piece of property. For example, if there is a five-family, Tony has determined that they need two 95-gallon containers so he is providing them with two 95-gallon containers. We have condominium associations here in the city with 40 plus units. Some of them have requested a cart for each one of the condominiums on the property. We've looked at those as one piece of property, which a condominium is, and what Pinard has given them is an adequate number of recycling carts for what they need to put their recyclables together. That also means that some of the residents within the condominium have to share recycling carts. Some condominiums aren't happy with that, but I believe that is the right way to go. Where they are one property our intent was to get these blue recycling carts to different properties and why put 40 blue carts into a condominium association if maybe they only need ten of them. As you know we only have a limited supply, a limited number of these things, so we're trying to minimize the distribution of them. That is the first one. With the businesses, we've had some businesses that we do not provide solid waste collection to that

have asked us to start collecting their recyclables. What we have told them is no; our contract with Pinard Waste is for them to collect any business or property that we service on the solid waste side, so we're not allowing for those people to enter into our program. Three, cart sizes: most properties were delivered a 65-gallon cart, some of the multi-families were given 95-gallon carts, and there is actually a 35-gallon cart, a smaller cart than the 65-gallon cart, and Tony and Pinard Waste have been very good about switching out if we have a resident requesting something smaller. For example, we had one just last Friday where an elderly woman asked if she could get a smaller container because she doesn't recycle much and it would be much easier for her to use, so Tony will we switching out the 65-gallon cart for a 35-gallon cart. And likewise, if there's a resident who has five or ten people in their family and they're filling up the 65-gallon cart, what they do is they call our recycling hotline and Pinard will watch residents to make sure that they are filling up the 65-gallon cart before we do replace it with a 95-gallon cart or give them a second 65-gallon cart. Again, we don't want to be giving out carts just for the sake of giving them out. There is a limited supply and eventually we may run out of them and have to tell people that there are no longer carts available. So Tony and his crew have done a great job in maximizing the uses of our recycling carts. With collection, education, education, education... In the beginning of this program we had people using their old recycling bins and putting them beside the recycling cart. If you've seen it, it's a one-man recycling truck that goes around with a tipper. The whole idea behind that is that that person doesn't get out of the truck and pick up the bins that are beside it. Again, Pinard has done a great job in working with the residents on that. I don't believe there are too many of those left out there. The other part is, I was talking to Tony about this, a lot of people aren't breaking down their boxes and they'll throw a bunch of boxes in the recycling bin so the recycling cart looks like it's full so they are requesting an additional cart. Versus just giving them an additional cart, what Tony does is take a look at it, explain to the residents that if you break down the

boxes, break down your cardboard, you can fit all of your recyclables into the container. Again, we're trying to educate the residents on the program and I think that works very well.

Mr. Belanger stated it's going very well.

Mr. Sheppard stated with dead end streets this is an issue that came to our attention. There is one in Alderman Craig's ward, Juniper Street, it's actually off from Campbell Street, but there are a few of these scattered throughout the city where we have narrow dead end streets that come off from a busy street. This street for example comes off from Campbell Street, which is a very busy east-west road. What Pinard does is they go down that street in one direction and then they back out of it. So they have asked the residents to put the recycling carts to one side of the street. Some residents don't like the idea of having to wheel their recycling cart 20-25 feet across the pavement, across street, but we have found that it's much easier than the truck pulling into the street, backing up into Campbell Street, turning around on Campbell Street, and then coming down the other direction. It just doesn't make sense. It just increases the likelihood of an accident in an intersection like that. I believe there has been good compliance with that as well.

Mr. Belanger stated we've had good reception. We've had a couple of streets that we have been able to work out turning around on the street rather than having to have to do that. We are mindful that the residents don't want to cross the street with their carts.

Mr. Sheppard stated and on one-way streets such as Beach and Maple, some of the major one-way streets, Pinard is not making those residents bring them across the street.

Mr. Belanger stated we're actually getting a left-hand manual tipper that we're doing the left side of the one-way streets like Beech and Pine and Maple.

Mr. Sheppard stated the last thing is really not part of our single stream program, but we had the same issue when we had the dual stream program. Item six are the plastic bags. I think while we're in front of the committee I would just bring this up. A lot of recyclers in the city want to recycle everything and they feel we should be able to recycle plastic bags. Plastic bags are not something that they choose not to recycle, but the material recovery facility are places that these recyclables go to get sorted and separated; they don't accept plastic bags because they cause problems with their machinery. As you can imagine, they are light and they float and they get stuck in the gears and they cause problems at the plants that actually separate this material. So plastic bags are not part of our program and there is a reason for that. It is not just because Pinard doesn't want to or we don't accept them, it's a problem at the processing facilities throughout the country. I have noticed there are other recycling programs where it is the same thing. It is not just Manchester that we don't accept plastic bags.

Chairman Craig stated before you go on I just wanted to ask a question regarding collection. It is a concern that I've received regarding residents putting their totes out in densely populated areas such as downtown where they are in an alley. They say there is no space to put the tote out there and the expectation is that Pinard would come onto private property, like Manchester does for the solid waste tote, and get that. What are you doing in those situations?

Mr. Sheppard replied residents, especially in the downtown, are already aware that we collect in the alleys. A lot of those property owners have trash bins where our guys in the past have gone in and collected the trash, gone onto the property,

collected the trash, and put the containers back by the curbside or back into the container. With the truck that Pinard has, again, it reaches out its one-man dump and so those property owners we have told them they need to bring those containers curbside or else we can't collect them. Again, the intent is for the driver to not get out of the vehicle, it has caused some problems. I own a property here in the city and I have to bring my bin out to the curb every week, and I'm sure most of the aldermen before me do the same thing. I have to bring it to the curb and bring it back in. It's part of living in the inner city or in the downtown area. It is pretty tight. I can ask Tony his experience with that.

Mr. Belanger stated the west side is very easy to manage. Some of the downtown alleys you can tell that people are used to leaving it in one spot, and are used to have to once a week go out and actually put it over. As for space, I don't think anyone who drives those alleys would agree that there's no space to put them, it's just more of getting into the routine of actually having to do something they have never had to do before. We also used to collect the small bins. If they were sitting inside a little bit and the guy was right there, he didn't mind reaching inside a little shed that they built or something like that because we picked them up manually. Automated-wise it would be very time consuming to try to have the truck get out at those stops.

Alderman Osborne stated on the toters. Anything six units and up, you see some of these number of units that are supposedly required... How did you determine how many each one of these should have? Say you have 12 units and here you have 348 units? What does that mean?

Mr. Sheppard replied that's actually part of another agenda item. That's just showing who we're servicing in the city. For example, 12-unit buildings, we're servicing 29 of those throughout the city for a total 348 units. I can have Tony

explain it, but I know what they have done is gone out and observed their weekly recycling and determined from that.

Mr. Belanger stated before we could come up with an order to place for the carts delivered to specific addresses, we took the month of February and we actually went around and ceased collection on a quadrant. We have 20 quadrants in the city, four per day, and each day we ceased collection on a quadrant until we got a chance to map each household by the city tax map. And we would gauge how much recyclables they had at these buildings or these households and that's how we determined whether to give them a 65- or 95- or two 95- or three 95-gallon carts and so forth. We did that for 20 days, and then after we were done counting on the day the three trucks would go and they would collect, we would decrease the chance of someone getting collected and then bringing it back in for the night before we got a chance to count them. There was some downfall to that obviously, as some people were in Florida for the winter and we got those after the start of the program. We had some people who only put out once every three weeks, and again, we got those after the start of the program.

Alderman Osborne stated I guess it is too early anyway to go through all of this to determine how many are needed where and what means what. Is that right?

Mr. Belanger replied we've got a pretty good handle at this point. The people have been calling us when they don't have enough capacity and asking for more. The people who want to join the program have been signing up, so we feel that because of the call volume and what we see on the street, our drivers are reporting back to us whenever they see either the old bins out at the curb and we respond to those people immediately, we immediately bring them a blue bin and convert them over. And we're not running into any of those anymore, maybe one or two a week

at the most, and as for the multi-family, the drivers are calling us up and saying this one here is overflowing and we respond to them immediately also.

Alderman Osborne stated the condominium type of things, what they're asking for when you mentioned condominiums before, they were asking for one toter per unit. Is that what you're saying?

Mr. Belanger replied some of them were.

Alderman Osborne asked so as it is now, how many do they have there now? How many do they have per unit? One for every three units?

Mr. Belanger replied I'll give you an example of the first property we ran into this because April 30<sup>th</sup> was our first day of collection. It was a Monday and on Victoria Street down off from River Road they have either a 39- or 49-unit complex and I believe they are mostly elderly, but when we counted them on the mapping back in February, we determined that they were going to need about three 95-gallon toters, I believe it was. And what we did was we delivered three and then each Monday after that for about three weeks we went down and checked it for overages and anyone who still had their green bins out next to it, we would add one more on, and now I think we're either four or five to that complex, and they seem to be very happy. We've been talking to the board members over there. There are probably a dozen of them like that throughout the city that we've had that experience with.

Mr. Sheppard stated one of the ideas that came forward, I forget where this came from, but condominiums if every unit wants one, what we've asked them to do is maybe certain units get the blue carts, the other units can have recycling bins, but say Thursday is their collection day, the units with the recycling blue carts bring

them to the curb and the people with the bins carry their bins like they did in the past out to the curb and dump those bins into the blue carts. So every unit doesn't get a blue cart, some of them may have bins, but every unit can still recycle, but they just have to dump it into the blue container. So again, it is common, similar to how condominiums are set up.

Alderman Osborne stated you were talking about the elderly over there... You would think that the elderly would be more conscience of recycling than anybody. I'm surprised when you said there was so very few that you put out there.

Mr. Belanger responded it is 95-gallon carts not 65-gallon carts.

Alderman Osborne stated well 95 or 65. Three of them, you said, and then you went to four?

Mr. Belanger replied it is either four or five. The elderly don't particularly produce as much as a family will either.

Alderman Osborne stated well if you talk to quite a few of them. That's alright. I don't want to go over all of that. I was just curious.

Mr. Belanger stated it does match what they had before though. They have increased from what they used to put out. That much I can tell you. When we added up the 18-gallon bins that they had out before, we added on a volume of increase, we left them some space for parties and holidays and stuff like that, and so they have taken up that space and also added some more. So it has increased their participation.

Alderman Long stated thank you, Madame Chair. I'd like to talk about the multi-family condominium associations. I live at Amoskeg Terrace, that is a 40-unit condo. There is no area where you could stack these outside so people have to bring them into and out of their cellar. I didn't plan on getting these totes until after the 18<sup>th</sup>, so we're sending out notices to tell everybody to bring their bin out because I called and requested a toter and I was told that they need to justify that you could use a toter. What has to happen now is that there is only one toter for eight of us right now, which isn't cutting it. So we're going to put the one toter out there and then we're all going to bring our bins out and they'll decide how many blue carts we need. The only thing is that we had about eight or nine bins out there when we were doing bins, and when this got converted, people just stopped recycling. So we're looking to get back into it and hopefully that will work. The key here is in the same as in the solid waste disposal, so I'm wondering if on item two, the businesses, how many inquiries are there?

Mr. Belanger replied I've had less than a dozen over the last two months.

Alderman Long stated only a dozen, so really you wouldn't anticipate it would be very much?

Mr. Belanger responded there are less than a dozen people who do not participate in your trash program. We have a number of ones who do participate who were taken care of.

Alderman Long asked so we don't pick up their trash?

Mr. Belanger replied correct.

Mr. Sheppard stated but they wanted us to pick up their recyclables.

Alderman Long stated then I want to go back to the alley pick up. Are you saying that in the alley you're able to pick up if they move their toters out? There is nowhere where you see where there would not be enough room?

Mr. Belanger replied I have not seen any problems so far in the alleys. There have been a few people who have brought it to my attention on the front of buildings, like Wilson Street for instance, there's not an alley and where they have cars parked in front of their house all the time, and they're having a hard time coming up with a spot, but that's been very few, and I think they have been resolved.

Alderman Long asked Mr. Belanger, do you know how many recycling carts you're currently picking up? Do you have that data?

Mr. Belanger replied we've delivered 17,200 roughly, and that includes municipal buildings, the Fire Department, Police Department, multi-families, condos, the whole city. But we will, within probably another month, have hardcore numbers as to how many dumps we're doing per day. The trucks have counters on them. Every time that arm picks up a bin, it counts it as one, and every morning the drivers are responsible for productivity reports to tell us how many bins they did so we can correlate its productivity and how much weight per dump averaged and stuff like that. We're waiting on a couple of our mainline trucks that we purchased for this contract to be completed. There are some programing issues that had to be worked out in that left-hand tipper that I was telling you about for the left-hand streets that had to be installed, they had some problems getting parts from Canada for that, that should be within another week or so and we will be five strong with good numbers for that data.

Alderman Long asked how many new 65-gallon carts do we have that came in?

Mr. Sheppard replied there were 500 35-gallon, 16,559 65-gallon, and 1,458 95-gallon carts purchased, for a total of 18,517.

Alderman Long stated okay, thank you.

Alderman Corriveau stated a situation that I have noticed is a lot more blue toters around the city, a lot of people talking about it, and I'm excited about it, even though I'm one of those people on a dead end street that has to move my recycling 30 feet, but I think it's well worth it. A question about enforcement. What are we going to do about people who aren't taking advantage of recycling toters and/or aren't purchasing garbage toters but are putting their trash out in bags every week on a sidewalk? It is something I still notice; I just consider it extremely discourteous that people in the city would do that. I understand that we have the responsibility to have a clean city and I'm sure you feel an obligation to pick up trash no matter what, but are we going to start seeing any kind of enforcement mechanism for people who just aren't participating, aren't playing by the rules, who aren't taking advantage of a free recycling toter or purchasing a garbage toter? At some point I think we have to draw a line somewhere.

Mr. Sheppard responded I'd agree with you 100%. Item six is Manchester solid waste report. My intent was to combine items five and six 6 as future discussion items, and I think that's one of those points that we really should be discussing about the future. Nothing is mandatory as far as our solid waste program here in the city. Nothing is mandatory as far as containers, you can put a plastic bag out, a 5-gallon plastic bag out or a 30-gallon plastic bag out, it does not have to be in a container, except I believe it is above three units that need a toter or green cart, but anything below that, they're not required to have any type of container except it can't be litter placed at the curb, it has to be contained. The same thing with

recycling. There may be properties that we delivered a blue cart because they said they wanted a blue cart because the neighbor had one, and they may not be using it. We're going to have to watch that over time to see who they went to and who is actually using them and we'll work with Pinard to do that. But I think that can be part of the future action items of this committee. I know I have talked to Alderman Craig about that, and I really think that we need to start defining who our customers are. Our currently policy, like I say, is anyone who places trash at the curb, we pick it up. Period. We've done surveys of other towns and cities and I'll be bringing some information forward to this committee at a future meeting of what other towns and cities do. A lot of them are saying anything five units and above, that's commercial and we're not collecting that. In this city, you'll see in a future agenda item, I'll go through it, we're picking up quite a few of what I'd consider commercial businesses here in the city. I guess I don't have your answer. It would be more of a policy decision.

Alderman Corriveau stated that's fine. I'm glad it is something that you're working on. Could you repeat for me when does trash or recyclables, whatever it might be, have to be put in a container?

Mr. Sheppard replied I believe, and I'll look at Alderman Osborne and Alderman Craig, I believe it is anything above a 3-unit has to be in a toter.

Alderman Osborne stated yes, three units.

Alderman Corriveau stated the final question I had is a quick one. On page 3-3, could you explain these?

Mr. Sheppard stated I was going to go through that. Alderman Craig and I discussed this this morning and it was confusing, and I put this together at the last moment. The three different rectangular areas, the first one should have been labeled April, which it is, the second one is May and the third one is June. The units are in tons. This is the chart that I said there was some miscommunication between us and Pinard, so instead of referring to this chart, what I can say is our recyclable tonnage has actually gone up. April there was no single stream recycling, in May we had a lot of single stream recycling that actually carried over from April because people who received the containers in April, they threw the recyclables into their container but couldn't place it into the curb until May, so we saw an increase in tonnage in May. June is really the first month that is probably a good month to use, and I apologize again, our numbers are actually wrong on this chart. In June of 2011, the actual recyclable tonnage is about 384 tons, in June of this year it is 487 tons, so the increase is roughly 25% in recyclable tonnage. It's not 172% or a 72% increase as I show on this chart. I guess it is still a great thing. We're still hoping that our recyclable goal is at least a minimum of 25% of our total solid waste. I think we can obtain that goal, I think with further education and bringing this forward to the people in Manchester, getting out more carts, that's something we can work towards. So as I said in my cover letter, there's really not enough data at this point to take a look at what the trend is or what the trend will be. But I can get an updated chart out to the committee.

Alderman Corriveau asked but you are saying there's a data point comparing this June to last year's June and the recyclable tonnage has gone up by 25%?

Mr. Sheppard replied correct. And I think that's the first real month that we can use.

Mr. Belanger added to be fair about it yes, to get the numbers where you're comfortable with them, I'd say it's between 25% and 27% and that's a firm number, and we'll be able to watch it very closely now because each month it is going to jump right out because it is a simple system to monitor.

Chairman Craig stated one thing you mentioned with education. Can you please speak a little bit about what you are doing to continue? We had a great kick off in terms of education and I don't want it to just fall to the side. I think it's important that we do continue. What are the plans?

Mr. Sheppard replied that's a good question. As you know, we do not have a recycling coordinator; we're trying to do everything possible. Amy Algier of Pinard Waste Systems, as part of our contract, is supposed to be doing or will be doing some education on this program. I believe they were looking at some radio spots to educate residents on our program. I know the intent is for her to go out to some of our groups in the city, volunteer groups, to talk about our program. She did that as well before the program began. Our intent is to try to get the word out as much as possible.

Chairman Craig asked is she available to go to a condo association or could she provide a letter to those associations? For example, like Alderman Long, if they stopped and they want to start back up recycling, she could provide them with a letter?

Mr. Sheppard replied definitely.

Chairman Craig stated thank you.

Alderman Osborne stated not to change the subject here, but has any thought gone into the solid waste toters as far as when I spoke last year about making them mandatory with every dwelling? Have any figures been figured out in the back of your mind or anything like that or how hard would it be just to do this or anything like that? I think eventually it's going to happen. There is no getting around that. It should happen. Has any thought gone into it at all?

Mr. Sheppard replied there have been some questions. People have seen the one-man truck driving around, and we've taken a look at it. I have spoken to Alderman Craig about that as well. It is something we can take a look at as one of the future action items. From past experience speaking with representatives at Pinard, if we require green carts and we want to go to an automated truck, that means every resident has to fit all of their solid waste inside a green cart. When you drive through the inner city, or the denser areas of the city, sometimes you will find that there is a lot of material at the curb and a lot of that material is not going to fit in a green cart. Again, if that's a policy decision of the Board of Mayor and Aldermen, I will support it, but if we went to mandatory green cart with an automated collection, that would have to be typically part of the policy, unless we had a mix where we went that way. These are different things that I've thought of. If we went with the carts and also had one or two follow-up trucks that would have to drive through the alleys, a second solid waste truck, for material that didn't fit inside the green cart that may work. But in the city it would be very difficult. It can be done and I believe it's been done in other communities; they have required people to fit everything into the green cart, and anything that doesn't fit into the green cart would have to be brought by the resident to the drop off center.

Alderman Osborne stated I think the damage is done now as far as three-families or more. As far as putting green carts or mandatory in three families or higher, I know where you're coming from because I have a lot of alleys in my ward so I'm

quite familiar with it. You have a lot of plastic bags beside of the regular green toters, which you have now. I think it is almost impossible to stop some of it, but I think where I'm coming from is single family dwellings and two-family dwellings you're not going to get that kind of a response from the green toters and the type of pick up because it's a different animal between one, two, three, ten and whatever. You have some people who probably throw the garbage out the windows in my ward. I understand that but I think the worse part of it is over with now. I think if we make this mandatory citywide for one- and two-families as well, probably a lot of them out there would say who is he, but let me tell you this, those toters are worth every nickel that is there. For the cost of the toters, I've said this a million times, people must be sick of hearing me say it, but it's a fact, what you pay for these toters and then guarantee and warranty that you have within ten years is worth every nickel. They are spending more money out there now on the barrels that they have and they have to struggle a lot to get them out there or the covers are blown down the street or the barrels are blown down the street or whatever it might be. I think it's the nicest thing that could happen to Manchester, to make this mandatory and get it over with because it's eventually going to come to that. They can always use their other barrels for their yard waste. It is not that they have to throw the others away, that's what I've done over the years, and I think they are the best thing since sliced bread. I just wanted to kind of perk that in again. I think we should start thinking of that as well as the other, but work it in somehow to get it mandatory. Thank you.

Alderman Greazzo stated thank you, Madame Chair. Mr. Sheppard, is that what the solid waste report is in the back, those recommendations?

Mr. Sheppard replied right. I can go through that when we get to that agenda item. We have done fairly well with that solid waste report, but that was a couple of the items that identified who our customers are and items like that. I can go through

that but there was a checklist there and that was one of those items that the Solid Waste Committee back then took a look at is a pay-as-you-throw system.

Alderman Greazzo asked can you come up with some recommendations to the committee as to what you would envision as far as if things have to fit in the toter and if they don't they have to bring them over to the transfer station themselves? And then Alderman Osborne mentioned that the green toters are warrantied. Is that the case?

Mr. Sheppard replied yes, there is a ten-year warranty on them.

Alderman Greazzo asked so I could bring my broken toter over?

Mr. Sheppard replied if it's within the ten years. There are some out there that if you have a green toter you have had over ten years now, so there are some that are out of warranty.

Alderman Greazzo stated other questions that I had were, the tracking of the tipping that Mr. Belanger mentioned. You track each time it tips. Do you track which bin its tipping? Is it a 35-gallon, a 65-gallon or a 95-gallon or are you just tracking how many times you collect a bin?

Mr. Belanger replied the 35-gallons are the minority by far. There are only a couple hundred out there on site. The 65-gallon are the majority by far. We weren't thinking in those terms, but we could if it were asked of us to try to keep track of how many 95-gallons because that would be the easy way. There are less 95s than there are 65s. We could minus out the 90s and we'd know what the difference was.

Alderman Greazzo stated I only ask because it was my understanding that when we started this we were going to start tracking how much everybody recycled and there was going to be some sort of incentive program in the future if we decided to set that up. So we've got an increase in recycling, which is great. So how much difficulty do you have with the one man on the truck with the arm going through the city collecting bins?

Mr. Belanger replied automated collection has a lot of upsides to it. If you take the physical peril out of it, it's a cleaner type of collection, the trucks are more maneuverable than the older trucks; it has been going very well.

Alderman Greazzo asked Mr. Sheppard, what would be the cost to the city to outfit our solid waste collection vehicles with that and move, as Alderman Osborne has indicated, towards the direction of having everybody put something in a container rather than just dumping it on the sidewalk as Alderman Corriveau pointed out?

Mr. Sheppard replied we cannot convert our existing trucks to a truck like that. Most trucks are somewhere between \$250,000 to \$300,000 a piece. And then we'd have to work on a policy: are we going to give the green carts to people if we make them mandatory, similar to the recycling, or if we make people purchase the green carts, but those are all things we can discuss at a future meeting unless you want to discuss them tonight.

Alderman Greazzo asked do you have an aging report of what the vehicles are that we currently have for solid waste collection, are they relatively new, are they on their way out, can we replace them with the automated system as we replace solid waste vehicles?

Mr. Sheppard replied we have a myriad of ages. We have some trucks that are fairly new, some trucks that are old, some trucks that will be replaced in the near future, but a system like this, again, would we transition the city end. Obviously there are some areas in the city, Alderman Corriveau's ward for example or Alderman Craig's ward, that might be easy to implement a cart system, but then do you tell those residents everybody else can put out as much trash as they want but people in your ward have to fit it into the green cart? Those are questions that I think we need to come up with or I need to bring forward so if we develop a policy is it city wide or is it implemented in certain sections of the city first.

Alderman Greazzo stated I think implementing it in a phased manner since we have varied age and fleet would probably make the best sense and obviously you can come up with policy of how that would work as older vehicles are retired and we have automated vehicles and we sort of phase it in throughout the city so that eventually everybody's going to wind up with it and in the long run everybody wins. What sort of timeframe do you think that you'd be considering putting together some sort of recommendation for the committee? Can I make that a motion, that the committee ask Director Sheppard to give us a recommendation on that?

Chairman Craig asked can it be part of the solid waste document?

Mr. Sheppard replied sure, at a future meeting I can bring some information forward.

Alderman Osborne stated Kevin, getting back to the green toters. Again, talking about my ward, I know my ward well; I've been in it 72 years. Going up and down the alleys in my ward I noticed that a lot of the barrels are in bad shape. Some have no wheels, some have no covers. Is it the responsibility totally up to

the landlords whether they take that over to the Highway Department to get them replaced or fixed or how does that work? You have some absentee landlords, of course, who never pay any attention to them at all, so what they're doing is they are just throwing the garbage right alongside of the toters. In an inner city ward like mine, whether it is three, four, seven, the west side, 10, 11 might have some, it gets pretty bad. I was up the alley the other night and one of them was pretty bad. The whole back alley was full of stuff all outside of these toters which were in bad share. I don't think the city could even pick them up and throw them in the truck, that's how bad they were. What do we do in that case?

Mr. Sheppard replied first of all, it is the property owner's responsibility to return the toter to our drop off to either have it replaced or to get parts. We don't provide the curbside service. Quite honestly we'd like to get out of the business of selling carts. And I guess second if there is an issue with a multi-family, say a three-unit or above, that has a container like that and the material is outside of it, again, the city ordinance is that it is required that they use the green carts. So I'm sure our compliance officer if he sees something like that is hopefully and should be writing the property owner a letter letting them know what the condition is.

Alderman Osborne stated I have plenty of it. I'm not looking for him to do a lot of work, but there is plenty of it out there. Back to those mandatory green toters. Right now the city is picking up garbage regardless anyway, we're not using the one-armed bandits, the city is doing it now anyway. So whether we have a toter there or a couple of 30-gallon containers, what difference does it make? I think it makes it easier for the city for workers' comp and a lot of injuries that could be had by some of these barrels that they fill up. It is just a matter of cost here; it is going to be hard because the people out there now outside of a single family or a two-family now, they have to purchase them. Is that true?

Mr. Sheppard replied yes.

Alderman Osborne stated other than that the others were given the toters above three-family.

Mr. Sheppard stated no, they were not given them. They had to be purchased as well.

Alderman Osborne stated I'm thinking of the blue toters. Either way I guess everybody had to make it mandatory and then we had to go out and purchase them, whether you were three, four, five or six-unit buildings, I guess one and two families shouldn't be any different. What is the holdup with that?

Mr. Sheppard replied I don't think there's any holdup. Again, that would be a policy decision of the Board of Mayor and Aldermen. I'm not too sure I can answer that question.

Alderman Osborne stated I understand that. I think once everybody gets these is going to understand and they're going to be very, very happy. I'm sure of that. There are a lot of single families and two-families that have gone down there and purchased them already, and you can ask any of those people what they want, how they feel about it. I think it will all catch on sooner or later.

Chairman Craig stated what I'd like to do is when we get to item six, you have thoughts regarding the mandatory green toters and thoughts regarding the automated collection vehicles, if we can add those to the list and provide figures behind that in terms of what the costs would be, what the timing application would be, how we would roll something like this out, that would be helpful. And then if everyone can, after this meeting, read that document further and if there are any

other comments that you have, you can send them to me or you can send them to Kevin and we can consolidate it all and then have a future meeting and go through it. And if we want to change policy or set policy, we can do so. Thank you. Before we move on I just want to make sure that this committee is fine with items one through six, the way that Kevin has suggested his approach and Pinard's approach.

Chairman Craig addressed item 4 of the agenda:

4. Updated on downtown single stream recycling.

Mr. Sheppard stated this is just as an update to the committee. I provided one sheet just showing the history of the downtown recycling. You can see the percentage rate of recycling downtown has gone down a little bit. It has gone from a high of somewhere around 16% and now it is down around 13%. I guess we're seeing it being stagnant to downtown is a difficult area for us to get the recycling going. Our compliance officer, again, as time permits, when he's not in other areas of the city, has been attempting to talk to some of the business property owners but it is becoming more and more difficult. I think just recently we cited one of the property owners as well. But we're doing what we can with the staff that we have.

Chairman Craig asked are there any objections that we're hearing from businesses or restaurants in terms of why they are not recycling or recycling has decreased?

Mr. Sheppard replied I have not heard anything. I think part of it is more of the property owners' staff or having multi-businesses within one building, trying to pinpoint exactly which business is not complying with recycling. Recycling is mandatory but I don't believe the intent of this was that all recyclables have to go

into the blue cart. So we do still see some recyclables but we want every business to at least attempt to do recycling in the downtown area and we are seeing that. But again, we've got someone who's working in one of the buildings dumping their trash at midnight; it doesn't always get into the right container.

Chairman Craig asked what do you need to increase this percentage?

Mr. Sheppard replied similar to the curbside program is probably someone who can dedicate their time to work with the businesses in the downtown, knocking door to door.

Alderman Corriveau stated thank you. Madame Chair. Kevin. I think years ago I mentioned this and really haven't given it much thought until I was up in Concord last week, and I noticed they actually have recycling containers on Main Street now in addition to solid waste trash barrels. I don't know how many streets they do that on, I just happened to be walking on Main Street. I was doing it in Keene the other day too, and I noticed they have solar powered recycling containers. In my opinion this is probably something we should take a look at. I know I've heard people say homeless people are just going to be taking cans out and it's going to be what it's going to be, but is this in the works at all that we may be somehow putting public recycling containers out at least on Elm Street? Maybe it may not affect business pickup but it may actually affect the amount of recycling that is done downtown.

Mr. Sheppard responded Alderman Craig in the past and I have talked to a company that was interested in actually do that at no cost to the city. I believe it was where they would sell advertising similar to the bus shelters in the downtown. We want to get the single stream program up and running before we started getting into something like that. I think recycling would be a lot easier with the single

stream system in the downtown versus asking people. We've looked at it, whether we do something like that in our parks, and what we've seen in other towns and cities is contamination. When you start throwing recycling containers in parks and if there is not a trash container or if the trash container gets filled, a lot of the recycling containers end up being contaminated. So it looks like you're doing a good thing, but in the end when it gets contaminated with trash, it has to go into the trash truck. But I guess the short answer to your question is yes, we'd like to expand downtown. We have spoken to Intown Manchester regarding that as well.

Alderman Corriveau stated you mentioned parks. That was actually something I've noticed. I go to Lake Massabesic a lot, not that that is a park, but obviously people throw out a lot of trash there and there's no recycling. If we were to implement something, whether it is at parks or a place like Massabesic, I guess Water Works would be involved, but how would we go about designing and implementing some kind of program for parks and/or city lands like at Lake Massabesic or Silver Lake or whatever or the pools even?

Mr. Sheppard replied I think the best way to do it is just to purchase the proper containers for the materials and just add it to our program. It sounds that simple and it can be that simple, but it's something that has to be a thought-out process. I've always thought about the little league fields and softball fields. Those are prime locations where they're selling food, they're selling plastic bottles, that type of thing. Those are things that we should be looking at. Again, I guess to Alderman Craig's point, with item six those are the things that we should be looking at in the future.

Alderman Corriveau stated thank you.

Alderman Greazzo stated thank you, Madame Chair. I think, Mr. Sheppard, since we currently pick up the trash for the downtown businesses for free... How many times a week do you do that?

Mr. Sheppard replied it is four days a week for trash and three days a week for recycling.

Alderman Greazzo asked so for the days that you pick up their trash for free they still can't somehow find a way to recycle more to save the city money? Maybe we might consider a way to incentivize them to recycle more by not picking up their trash for free. That might be a thought. Is that something that the business owners downtown understand that they get free trash service and nobody else in the city does?

Mr. Sheppard replied I'm not too sure if they understand that or not. Some of them...

Alderman Greazzo interjected apparently not. What steps have been taken to get them to realize that? Do we send them a letter saying this is what your bill would be if we didn't pick up your trash for you?

Mr. Sheppard replied our compliance officers try to work with some businesses. As you know a lot of things go in cycles. You'll get a company that's not doing a great job, they get spoken to and then they start doing a great job. Then we're not spending time down there on that business and then it goes downhill and we have to speak to them again. It is a cycle, it's something sometimes you need to babysit and you've got to watch them all the time. We just don't have the manpower to be down there every day watching every business. So it does go in cycles.

Chairman Craig stated I can tell you that we did have meetings with a number of businesses downtown, and maybe what we should do is contact Ms. Lewry again with Intown and have her send something out as a reminder. There are things that we can do to bring this to the front of everyone's mind, which we probably haven't done recently, and I can certainly help you with that.

Alderman Greazzo stated thank you, Madame Chair. I would also like to see that included in the recommendations for the overall program.

Chairman Craig addressed items 5 and 6 of the agenda:

5. Discussion regarding bulky item pick-up.
6. Manchester Solid Waste report, submitted by the Public Works Director.

Mr. Sheppard stated these were just items that I put on there as future long-term discussion items. Bulky waste was the one that came to mind at the time. Currently, if you remember, the Board of Mayor and Aldermen voted at one time that we said charge for bulky waste materials that were coming into our citizen drop off facility on the west side. The Board of Mayor and Aldermen, and I think it's worked, said let's allow people to bring their bulky items over there for free and maybe alleys will be cleaner and we'll see less need of the bulky collection truck, the curbside truck. I can tell you the bulky truck has actually gone up in calls. In fiscal year 2010 we had about 2,700 calls and in fiscal year 2012 we had about 3,600 calls. So it did not cut down on the number of calls on our bulky truck, but I believe we are seeing some of the alleys be a lot cleaner. I spoke to aldermen today about that and I think the alleys are a little bit cleaner, but my only thought is what we're seeing about 40% of the calls we're getting are from major three-family plus property owners here in the city. So 60% are probably the one

and two-family, 40% are probably the larger property owners here in the city, or multi-family property owners in the city. Our thought was that the drop off, and this again is for a future discussion item, whether it is free at the drop off facility and there's a charge for the curbside service. That's something a lot of towns and cities are doing. I believe that that makes some sense to charge for that curbside service. A lot of people, when they buy a mattress, they can have that company take away the mattress for free. If we started charging for it, maybe they'll start thinking of that versus putting it out for us to collect. But I'll come back with some history, with some other information from other towns and cities, with a recommendation or with some information for the committee to review.

Alderman Arnold stated thank you very much, Madame Chair. Kevin, for bulky items we're talking about mattresses, couches, etc.?

Mr. Sheppard stated gas grills, anything that isn't typically thrown in cart. I'd like to come up with a specific definition but it's typically anything that doesn't fit or we don't put in our trash cans.

Alderman Arnold stated I appreciate where Public Works has accommodated in the past when we've had issues with this. You referenced issues with the drop off facility. I remember having had a few conversations with you and we modified the policy to accommodate concerns of residents and individuals who utilized that facility. My concern with this, and I understand why there would be a recommendation that we consider doing it, my concern is that 60% that you referenced in the statistics, the single family homes. They are not commercial, they pay property taxes, and what this board would be doing if they moved in the direction that I think is being suggested, is implementing a new fee. We talk about tax policy at this board level and we can talk about New Hampshire being a hospitable state in terms of what taxes we do have, but we're very fee happy as

well. I would simply caution this board before rubber stamping a policy that creates a new fee for this, and I look forward to seeing the additional information.

Mr. Sheppard stated we will bring information with what other cities and towns are doing. You saw the graph that's in part of your agenda that in 2010 our revenues were \$483,000 at the drop off facility. In 2012 our revenues are \$376,000, a drop of \$106,000 over two years, and believe a lot of that is due to the free bulky. Basically we used to charge for everything that went over to the drop off. Right now we're only charging construction demolition debris and anything with freon in it or CFCs and that's fine, it's a policy, but it does affect revenues.

Alderman Arnold stated this perhaps is better suited for the next meeting's discussion, but if you know now, how would you set up a fee? Would it be based on the weight of the item or would it be per pick up?

Mr. Sheppard replied as an example it would be \$25 for up to five items or something like that. It wouldn't be by weight or anything like that, probably by the number of items.

Alderman Arnold stated okay. I look forward to hearing additional information at the next meeting.

Alderman Osborne stated again, my ward and inner city wards mostly, probably a lot on the west side as well, I think they're finding a lot of gutted TV sets and so on. I get a lot of them in my ward. Along with that we get tires. I have a lot of tires in my alleys that they are dumping in different areas that don't even belong to the landlords that live there, etc. There are things that we don't pick up or the trucks don't pick up because we're not supposed to, and I have to call in and I have to get this done on the side because if we don't pick them up they will be there

forever. They are on the streets as well as the alleys. I knew this in the beginning that we were going to have trouble with this kind of thing because nobody wants to take a TV set and there are a lot elderly people who don't have a car and they can't bring it up to the drop off, there's always an excuse somewhere. So they end up in the alleys and on the streets. I guess our only way of doing it now is just picking these up and the alderman will call into Highway saying I have a strange TV set sitting on the corner of Maple Street, or whatever it might be, and that's about all that we can do. Is that right?

Mr. Sheppard replied in the future I'm not too sure.

Alderman Osborne stated now or the future. I've been doing this right along for years.

Mr. Sheppard stated I personally believe, based on my experience, that it's worked in other cities and towns through the state and the country, I believe that we can start becoming a little bit tougher here in Manchester and once we become tougher I think the alleys will clean up. If we have more enforcement and we start following the policies and setting mandates and policies regarding solid waste in the city... I guess I might disagree with...I believe that we can become cleaner in the alleys.

Alderman Osborne stated we can, but it's not so much the landlords who are there... I want you to understand this, I don't think we're ever going to curb that because it's the people who don't care or whatever it might be. They will just toss them anywhere, so it's always going to happen. What I'm trying to say is there's not much we can do about it. You have to prove it. You have to catch somebody throwing the tires there and you have to catch somebody throwing the TV set there. So you're never going to curb that.

Mr. Sheppard stated I agree with that.

*There being no further business, on motion of Alderman Greazzo, duly seconded by Alderman Corriveau, it was voted to adjourn.*

A True Record. Attest.

A handwritten signature in black ink, appearing to read "Matthew Normand". The signature is written in a cursive, flowing style.

Clerk of Committee