

Town of Bourne

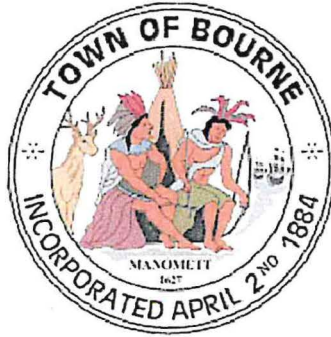
Select Board

Policies and Procedures

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TOWN CLERK BOURNE



CURBSIDE COLLECTION

ADOPTED: 08.01.16

AMENDMENTS: 01.23.24

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I. PURPOSE AND SCOPE

This policy will define and describe the cart based curbside sanitation and recycling program provided by the Department of Public Works (DPW). It will adequately describe the curbside collection process for town residents, and will provide guidance as to what can and cannot be collected curbside. Residents are reminded that recycling in the town is mandatory (per bylaw 310.01), and compliance is essential to both extend the life of the landfill, as well as preserve the environment

II. PROCEDURES

II.1 CURBSIDE COLLECTION.

- II.1.1 Residential properties with four (4) or fewer units per lot, as determined by the Assessor's office, are eligible for curbside collection. Residential properties with five (5) or more units per lot, and trailer park communities are not eligible for curbside collection under this policy.

Mixed use properties that include residential units shall be eligible for curbside collection, for the residential units only, so long as the density does not exceed 4 residential units on the lot.

Service will not be provided to developments where it was determined during permitting that trash pickup shall remain private. Such conditions may be found in a Definitive Plan approval, a Special Permit approval, or as a marginal note on a site plan on file with the Planning Board, Zoning Board of Appeals, or Building Department.

No commercial, industrial, institutional, or other non-residential land use is eligible for curbside collection.

- II.1.2 If a residence meets the criteria of section 2.1.1 above, and the Director deems curbside service cannot be provided due to insufficient roadway standards (based on safety, or access issues, etc.) the residents at the address will be provided a free sticker upon request to the Residential Recycling center located at 201 MacArthur Boulevard.
- II.1.3 Each residence will be issued two carts; one for household recycling and one for household trash. Carts must be placed at the curbside, in a spot easily viewable from the road, but safely out of the travel lane.
- II.1.4 Pickup will be based on the schedules developed and issued by the DPW.
- II.1.5 Carts shall be placed at the curbside by 7am the day of the pickup, and shall not be placed at the curbside earlier than 5pm the day before. Under no circumstances will the DPW will return to pick up carts not placed at the curbside by the designated hours. Truck mounted

technology may be used to ensure confirmation of service at all residential addresses.

- II.1.6 All recycling and trash shall be fully contained in the cart, with the lids closed.
- II.1.7 Loose bags or trash/recycling in other containers shall not be picked up, and it will be the responsibility of the resident to properly dispose of all items not picked up.
- II.1.8 The DPW staff will be responsible to move the carts from the curb to the truck to dump, ensuring all waste is removed. Staff will then place the carts neatly back at the curbside out of the path of either roadway traffic or driveways.

II.2 CART

- II.2.1 The recycling cart shall have a blue body and blue lid and the trash cart shall have a blue body and black lid.
- II.2.2 The carts will remain the property of the Town of Bourne, and shall be issued only to households, not individuals. The carts shall remain with the household upon sale or transfer of property ownership.
- II.2.3 The carts shall be labeled barcoded or tagged by the DPW to both assign the carts to a specific residence and to allow for proof of service. At no time will the data generated from this labeling or tagging be used to track the quantities of trash generated by the residence.
- II.2.4 The carts issued by the department shall be of a durable plastic, with 10 inch wheels and solid axles for long term durability.
- II.2.5 Each cart will have a town label or seal imprinted on it.
- II.2.6 Only carts issued by the DPW shall be used for curbside collection.

II.3 DAMAGED CARTS

- II.3.1 Residents that notice any damage to a cart must report it immediately to the DPW.
- II.3.2 Carts will be replaced or repaired by the Town for reasonable wear and tear. This will include damage incurred while being emptied by town equipment and staff. DPW staff will be required to notify the main DPW office immediately if any cart shall become broken during regular curbside pickup or if they notice an issue considered normal wear and tear. Carts shall be replaced as soon as possible by the department and delivered to the household by DPW staff.
- II.4.1 Residents shall be responsible for all damage above regular use or if the originally issued carts are lost and not able to be located. Residents must request replacement carts through the DPW department. Residents must pay a replacement fee, which will be set

based on the town's actual replacement cost for the cart (currently approximately \$50.00). Residents must return damaged carts to the department offices, located at 35 Ernest Valeri Road, before being issued a replacement cart. Replacement carts will be available at the DPW facility. Residents will be responsible to pick up the replacement unit.

II.4.2 Replacements for stolen carts will only be issued if the resident has filed a police report and is able to provide the department a copy. The fee for replacement carts reported stolen will be waived. Carts shall be replaced as soon as possible by the department and delivered to the household by DPW staff.

II.4.3 The Director reserves the sole right to waive any fees based on the circumstances of the loss.

II.4 ITEMS ALLOWED IN CURBSIDE TRASH CART

II.5.1 All non-hazardous residential waste shall be placed in the trash carts. The items include plastic bags, shredded paper, and other items not allowed in the recycling cart.

II.5 ITEMS ALLOWED IN CURBSIDE RECYCLING CART

II.6.1 The list of items allowed in the recycling cart may vary as the recycling markets change, however, the list of items allowed are listed below. No trash may be placed in the recycling cart.

II.6.1.1 All fiber: newspapers, magazines, catalogs, cardboard, chipboard/paperboard, cereal boxes, milk cartons, clean pizza boxes, juice cartons, office paper.

II.6.2 All plastic containers #1 - #7 (do not crush and keep the lids on): Soda bottles, water bottles, deli tubs, milk jugs, plant pots, yogurt cups, detergent bottles.

II.6.3 All metal containers: tin cans, aluminum cans, clean aluminum foil and pie plates.

II.6.4 All glass containers: loose glass bottles and containers. Take off the caps.

II.6 ITEMS NOT ALLOWED IN CURBSIDE RECYCLING CART

II.7.1 The list of items not allowed in the recycling are listed below. This list is not a complete list, but attempts to cover many items residents may have questions on. If there is a question on whether something is recyclable or not, please place the item in the cart designated for trash. The following items are not recyclable and can be placed in the curbside trash cart only.

II.7.1.1 No shrink wrap, plastic bags or bubble wrap

II.7.1.2 No hoses

II.7.1.3 No plants, food waste or liquids

II.7.1.4 No dishes, Pyrex glassware

II.7.1.5 No shredded paper

II.7.1.6 No polystyrene/Styrofoam

- II.7.1.7 No tires
- II.7.1.8 No plastic pouches
- II.7.1.9 No textiles
- II.7.1.10 No batteries
- II.7.1.11 No electronic waste
- II.7.1.12 No toys
- II.7.1.13 No K-cups
- II.7.1.14 No trash

III. ENFORCEMENT AND PENALTIES

III.1 VIOLATIONS OF POLICY

- III.1.1 Residents not following the policy outlined above will be flagged and provided a notice of violation left at their door or on their barrels. Violations include the items listed below.
 - III.1.1.1 Cart lids not fully closed
 - III.1.1.2 Items left at the curbside not contained in the carts
 - III.1.1.3 Carts left out prior to 5pm the night before pick up
 - III.1.1.4 Contamination in the recycling stream
 - III.1.1.5 No recycling placed at curbside
 - III.1.1.6 Hazardous materials put out for collection
 - III.1.1.7 Large, bulky or hazardous items left at the curbside
 - III.1.1.8 In-proper use of containers (ie. recycling cart being used for trash or vice versa)
 - III.1.1.9 Additional carts or barrels, not provided by the town, being placed at the curbside for pickup

III.2 TERMINATION OF SERVICE

- III.2.1 Violations will be tracked by the DPW office. Any residence that accumulates three (3) or more violations in a rolling thirty (30) day period will have their curbside service terminated and the residence will be reported to the Town of Bourne Board of Health. Notification of termination will be sent by certified mail with the address on file with the Town of Bourne Assessor's office.
- III.2.2 The DPW will be responsible to collect the carts from residences that have been sent letters of termination. The collected carts will be stored for future use.

III.3 RESTORATION OF SERVICE PROCESS

- III.3.1 Residences that have had their curbside service terminated may file a written notice with the DPW requesting their curbside service be restored. The written notice must contain detailed information acknowledging the violations that occurred, and must provide a statement that acknowledges that future policy violations will not occur, and that the residents fully understand the curbside collections policy.
- III.3.2 The Director will make the determination if the resident is acting in good faith, and may decide to restore curbside service to the residence with in question. The Director must respond to all requests within thirty (30) days from receipt of the written notice.

- III.3.3 Residents will be required to go to the DPW site to retrieve their carts upon restoration of curbside service.

III.4 APPEALS PROCESS

- III.4.1 Any decision by the Director under this section may be appealed in writing to the Town Administrator. The Town Administrator will make the determination if the Director's decision should be overturned, and may decide to restore curbside service to the residence in question. The Town Administrator must respond to all requests within thirty (30) days from receipt of the written notice.
- III.4.2 If the Town Administrator denies any appeal, that resident must wait sixty (60) days prior to starting the Restoration of Service Process again as outlined in section III.3 and III.4 above.

III.5 REPEAT VIOLATIONS

- III.5.1 Any resident that is found to have their curbside service terminated more than twice in one year, and with the Town Administrator upholding the decision of the Director upon appeal, will automatically have their curbside collection service terminated for no less than one (1) year. The effective date of the long-term termination shall commence on the date of the Town Administrator's response to the appeal. The Town Administrator, in consultation with the Director, shall determine the length of suspension which shall be at least a minimum of one (1) year and a maximum of three (3) years.
- III.5.2 The residents may decide to apply for restoration (following section III.3 and III.4 of this policy) of curbside services within thirty days of the end of the suspension period. Service will not be automatically restored, and the resident must request restoration of service.

IV. CHANGES IN SERVICE

IV.1 NEW SERVICE

- IV.1.1 Newly built residences, or residences currently without service in the town may request to be included in the curbside program. The request must be made directly to the DPW. Upon meeting the requirements of the policy above, the DPW will provide carts to the residence within thirty (30) days of the initial request.

IV.2 CANCELLATION OF SERVICE

- IV.2.1 Any residence that wishes to cancel the curbside service must notify the DPW thirty (30) days prior to the date of cancellation. The DPW will be required to pick up the carts from the residence within a week of the cancellation date.

V. COMMUNICATIONS, QUESTIONS AND CONCERNS OR ADDITIONAL INFORMATION

V.1 COMMUNICATIONS

- V.1.1 Any issues or questions about the carts or curbside service should be directed to the DPW. Questions may be emailed to dpw@townofbourne.com or the main DPW number 508-759-0600, extension 3.

V.2 WEBSITE

- V.2.1 All information regarding recycling in Bourne as well as the curbside program can be found at www.townofbourne.com/recycling-committee/pages/recycling-in-bourne

V.3 RESIDENT ISSUES

- V.3.1 Any resident having an issues with their carts or with employees of the DPW must call **508-759-0600, extension 3** to report the issues to the DPW supervisory staff. A DPW supervisor will set up a time to meet at the residence in question to determine a solution to the issues.
- V.3.2 Any complaint made against a staff member will be investigated by the Director or designee, and the staff member may be disciplined per the Town of Bourne's Employee Handbook if the result of the investigation proves the employee violated the policies set forth in the Employee Handbook.
- V.3.3 Responses to issues or complaints will be completed in a timely manner by the DPW.

VI. POLICY UPDATES

- VI.1 This policy can be updated as changes are needed to better serve the residents of Bourne.
- VI.2 The policy must be reviewed by the Select Board at least every three (3) years.
- VI.3 Updates will be posted to the Bourne Website.