

FREQUENTLY ASKED QUESTIONS

About New Bedford's New Trash and Recycling Program

General Questions

Q: What is automated collection?

A: Automated collection is a new method of collecting trash and recyclables. ABC Disposal will purchase special trucks with mechanized arms that will lift and empty wheeled carts containing trash and recyclables. The new trucks will be fueled by compressed natural gas which is more efficient and cleaner for the environment than diesel.

The photos below show a recycling cart being emptied by one of ABC Disposal's automated trucks.



Step 1: The automated arms open up



Step 2: The automated arms "hug" the cart



Step 3: The automated arms lift the cart



Step 4: The cart is emptied

Q: Why is the City moving to automated collection?

A: The new program will increase citywide recycling, reduce litter and decrease the amount of trash sent to the Crapo Hill landfill. The Crapo Hill Landfill is the disposal site for New Bedford's trash.

Q: What are the benefits of automated collection?

A: The automated collection system will provide many benefits to City residents and local businesses:

- The uniform trash and recycling carts will result in cleaner and neater neighborhoods.
- The wheeled carts are easy to maneuver and come with hinged lids designed to keep trash inside the cart and off the streets.
- The new automated system will eliminate the need for trash collectors to lift trash barrels resulting in improved worker safety.

Q: How can I learn more about the new program?

A: The City's website (www.newbedford-ma.gov) will be updated frequently. Feel free to call the Department of Facilities and Fleet Management at (508) 961-3008 or send an email to trashandrecycling@newbedford-ma.gov.

Cart Distribution

Q: When will I receive my carts?

A: ABC will distribute the wheeled carts to City residents and businesses in May and June. ABC Disposal will collect trash and recycling in the new carts starting the week of June 23-27. Please do not use the carts early; they will not be emptied until the week of June 23rd.

Q: Will I pay a fee for the use of the carts?

A: Wheeled carts will be distributed as follows:

- Carts will be provided to properties with 1, 2 or 3 dwelling units at no charge to the property owner.
- Owners of buildings containing 4, 5 and 6 dwelling units, mixed use buildings, businesses and nonprofits will be required to pay a one-time fee for the use of the carts.
- Any owners, regardless of type of building, may pay a one-time fee for the use of additional **recycling** carts.

Q: How many carts will I receive?

A: Please see the table below. Keep in mind that a 65-gallon cart is equal to two regular trash barrels and a 95-gallon cart is equal to three regular trash barrels.

Category	Trash <i>Carts have a blue body & a blue cover</i>	Recycling <i>Carts have a blue body & orange cover</i>
1 dwelling unit	one 65-gallon cart	one 65-gallon cart
2 dwelling units	one 95-gallon cart	one 95-gallon cart
3 dwelling units	two 95-gallon carts	two 95-gallon carts
4 dwelling units*	two 95-gallon carts	two 95-gallon carts
5 & 6 dwelling units*	three 95-gallon carts	two 95-gallon carts
Businesses and nonprofits*	one 65-gallon OR one 95-gallon cart	Recycling cart must be the same size or larger than the trash cart

Notes for property owners only:

- Starred categories (*) are required to pay a one-time fee for the use of the carts. Cart fees will be assessed for properties with four, five and six dwelling units, mixed use buildings, businesses and nonprofit customers. If you own a building in one of those categories, please contact the Department of Facilities and Fleet Management at (508) 961-3008 or email trashandrecycling@newbedford-ma.gov.
- Mixed use buildings must pay the cart fees for both the business and the residential parts of the building.
- Carts for single family, two family and three family buildings will be automatically delivered.
- Any property owner can pay the fee for additional recycling carts.

Q: I need more space for my trash; may I have another trash cart?

A: No. By recycling and reducing waste, the trash cart(s) provided should be sufficient. Here are some tips:

- Recycle all clean plastic, glass and metal containers (examples: water bottles, milk jugs, shampoo bottles, laundry detergent bottles, pasta sauce jars, wine bottles, soup cans, tuna fish cans, pet food cans, etc.).
- Recycle all clean paper and cardboard (examples: newspapers, magazines, junk mail, phone books, catalogs, cereal boxes, flattened/cut down corrugated cardboard, lottery tickets, the tube inside paper towel rolls, etc.)
- Clothing donation boxes accept a wide variety of items including shoes, sheets, hats, stuffed animals, purses, pajamas, towels and more. These items are accepted even if they are ripped and/or stained as long as they are dry and free of mold.
- A great variety of clean and dry plastic bags and wrap can be brought to the local grocery store for recycling. This includes grocery bags, banana bags, bread bags, case wrap (i.e. plastic wrap around a multipack of water bottles or paper towels), newspaper bags, produce bags, dry cleaning bags and air pillows. Do not place plastic bags in the recycling cart; they damage sorting machines.
- Styrofoam blocks are accepted for recycling at the Shawmut Avenue Transfer Station, 1103 Shawmut Avenue. Do not place Styrofoam in the recycling cart; it can interfere with the recycling of paper.
- Rigid plastics can be recycled at the Shawmut Avenue Transfer Station. This includes 5-gallon buckets, laundry baskets, broken blue bins, plastic barrels, plastic furniture, plastic toys and more.

Q: I live in a single family home and do not need such large carts; can I get smaller ones?

A: At this time there are no provisions for smaller carts. However, if the need arises in the future, we will look into the options.

Q: I own a four, five or six unit building and generate a lot of recyclables; can I have another cart for recycling?

A: Yes. You may pay the fee for one or more additional recycling carts by contacting the Department of Facilities and Fleet Management. It may be helpful to first try out the carts for a few weeks to determine if you need more room for recyclables. Contact us at (508) 961-3008 or trashandrecycling@newbedford-ma.gov.

Q: What if my street is unaccepted?

A: Your setout location won't change. If you are a single family home, you will receive one 65-gallon cart for trash and one 65-gallon cart for recycling.

Q: What if I have a different number of units than on the Assessor’s database?

A: First, contact the New Bedford Assessor’s Department at (508) 979-1440. Once any issue is resolved, call the Department of Facilities and Fleet Management at (508) 961-3008.

Q: I have two recycling carts for my 4, 5 or 6 unit building that were given to me by the City. Do I still need to pay the fee for recycling carts?

A: If the two recycling carts provide you with enough space for recyclables, you do not need additional recycling carts. If you need more space for recyclables, you must pay the fee for additional recycling carts.

Paying the Fee for Carts

Q: How much is the fee for use of the carts? Will I have to pay the fee every year?

A: The fee for the use of each 65-gallon cart is \$59.18 and each 95-gallon cart is \$66.82. The one-time cart fee will be for the life of each cart. To be included in the initial delivery of carts in May and June, the fee must be paid by April 25th. After that, a delivery fee will be added to the cost of each cart.

Q: How do I pay the fee?

A: Please call, email or visit the Department of Facilities and Fleet Management located at 294 Liberty Street. The phone number is (508) 961-3008 and the email address is trashandrecycling@newbedford-ma.gov. The office hours are Monday, Tuesday, Thursday and Friday from 11:00 a.m. to 4:00 p.m. and Wednesday from 11:00 a.m. to 6:00 p.m.

Q: Who should I make a check out to?

A: City of New Bedford DFFM

Use of the Carts

Q: Can I use my regular barrels and blue bins instead of the carts?

A: No – as of June 23rd, only the carts issued by the City can be used. The new automated trucks won’t be equipped to empty regular trash barrels and blue bins. Trash and recyclables not in the proper carts or left outside the carts will not be collected.

Q: How do I identify my carts?

A: Your carts are assigned to your address using a serial number imprinted on each cart. We recommend noting down these numbers. This will help you identify your carts in the case of a windstorm or if your carts are stolen or misplaced. Also, you may write your address in permanent marker in the white box on each cart. However, please don’t write your name because if you move, the carts will remain at the property.

Q: When should I start setting out my carts?

A: ABC Disposal will begin emptying the carts the week of June 23-27. Please do not use the carts early; they will not be emptied until the week of June 23rd. Set your carts out by 7:00 a.m. on your usual collection day, but not before 5:00 p.m. the evening before.

Q: Where and how should I store my carts?

A: Carts should be stored in a location convenient for your use, but not visible from the street. Do not store your carts near a furnace, grill, or any other heat source.

Q: Cars are parked all along my street, where should I set out the carts?

A: Set the carts on the curb where you usually place your trash barrels and blue recycling bins. Please leave 3 feet between your recycling and trash carts when placing them curbside. In the more populated neighborhoods, two ABC Disposal employees will work on the truck allowing one to roll the carts from the curb to the truck.

Q: Do I have to use trash bags?

A: We strongly recommend using trash bags to maintain cleanliness of your cart.

Q: Do I have to set my carts out every week?

A: No. It is most efficient and economical for the trucks to make stops for full or nearly full carts. Also, it improves air quality when trucks don't have to make unnecessary stops. If your cart is not full and you feel you can wait until the next week, please do not set your carts out.

Recycling

Q: What is "single stream" recycling?

A: With single stream recycling, you can place plastic, glass and metal containers as well as paper and cardboard together in your recycling cart. You will no longer have to separate recyclables. The sorting of the recyclables will be done by machines at a processing facility.

Q: What can go into the recycling cart?

A: CLEAN PAPER and CARDBOARD (examples: newspapers, magazines, junk mail, phone books, catalogs, cereal boxes, flattened/cut down corrugated cardboard, the tube inside paper towel rolls, lottery tickets, homework and more)
BOTTLES and CANS (examples: water bottles, milk jugs, shampoo bottles, laundry detergent bottles, pasta sauce jars, salsa jars, wine bottles, soup cans, tuna fish cans, pet food cans and more).

Other Questions

Q: What can I do with my old trash barrels and blue bins?

A: After the new program has started, your old trash barrels can either be used for yard waste or recycled at the Shawmut Avenue Transfer Station (please rinse). Blue recycling bins can either be kept or recycled at the Shawmut Avenue Transfer Station (please rinse).

Q: How will bulky or large items be collected?

A: Bulky items will be collected by appointment through ABC Disposal at no charge. Bulky items include couches, wooden furniture, mattresses, refrigerators, washing machines, air conditioners, televisions and computer monitors. Unacceptable items such as construction or demolition waste will need to be brought to a proper recycling facility.

Q: How can I compost my food scraps?

A: Call the Greater New Bedford Regional Refuse Management District at (508) 763-5924 and ask about purchasing a compost bin for your yard. For more information on composting, visit www.gnbrmdistrict.org/about-us.

Q: What will I do with grass and leaves? Will the collection change?

A: There is no change in yard waste collection. Yard waste should be placed either in brown paper bags or loose in a barrel. Set at the curb on the day after your regular trash and recycling collection.