

Solid Waste Advisory Committee Meeting

10/7/25

4:30 PM

Members:

Chair: Councilor Brent Todd	☐
Councilor Jeff Foote	☒
Councilor Judith Kurtz	☒
Councilor Jim Schlosser	☐
Councilor Karen McNamara	☐
Councilor Kris Schultz	☒
Eric Steinhauser	☒
Reagan Bissonnette	☐
Carol Foss	☒
Linda Zollo	☒
Taylor Hall	☒

Guests:

Michael Paine – Belmont Region Manager – Casella (Not scheduled to present but may speak to some slides)

Erin Banfield – Director of Municipal Services – Casella (Not scheduled to present but may speak to some slides)

Staff:

Marco Philippon – Acting Deputy Director – General Services

Adam Clark – Administration Division Manager

At 4:30 PM, Councilor Judith Kurtz called the meeting to order. She noted that Chairman Todd had reached out to her, stating that he would be unable to attend that evening, therefore she would be serving as Chairperson for the meeting.

Given that the committee had a new member this evening, introductions were made.

The first order of business was to approve the draft minutes from the last SWAC meeting, having taken place in February. Staff member Adam Clark noted that at the last meeting, which was to be held in April, a quorum was not reached which is why they were approving the February minutes at this meeting. In April, absent a quorum, an informational workshop was held instead.

Committee Member Eric Steinhauser made a motion to accept the minutes, Councilor Kris Shultz seconded. The motion passed unanimously.

Councilor Kurtz then recognized a group of residents that had arrived that wished to speak to the committee about an issue that was affecting them. As a courtesy and in consideration of their time, the committee would hear their issue ahead of the formal agenda for the evening.

The residents, coming from the area of Blevins Drive in Concord, shared that they had serious concerns about a food waste composting project being undertaken on Lewis Farm. The group described in detail that they found odors emanating from the materials left on site to be offensive and beyond unacceptable. The group had been tracking the occurrences since summer and found it to be daily or near daily. It was described as being an odor that was far reaching, noting that as they approached the area of their homes, they would begin to smell it. It was stated the odor persists 24/7.

Efforts had been made to speak with the property owner however resolution had not been reached.

The group spoke to concerns about poor management of the “food waste” which was questioned as actually being trash. They indicated that the deliveries were done via large truck. One member noted that with the coming state law requiring large scale food waste generators to divert those materials from landfilling or incineration, they were concerned with the operation growing.

The group indicated they had reached out to the State Department of Environmental Services but the problem persists. They also plan to reach out to the City Code Department.

Committee members asked a number of questions to the group to gain an understanding, not having background. Member Eric Steinhauser noted that a State Permit must have been applied for and granted by the NHDES to which the members note that one was, however it does not appear it is being adhered to.

Councilor Jeff Foote noted he had smelled it himself having visited a friend in the area.

Member Taylor Hall asked about the deliveries which found to be sporadic with a group member noting that the property owner had indicated he didn’t even know when the materials would get dropped off.

Councilor Kris Schultz does know the property owner and offered to be of any assistance possible if needed.

Member Steinhauser indicated NHDES One-Stop would likely have records of complaints received.

The group expressed that they empathized with the residents and while they were not an oversight body of such an operation, they would try and put the group in touch with the correct individuals. Staff Member Clark offered to take the contact info from the group and connect them with who he found to be appropriate at the Code Department and NHDES. The residents appreciated that.

Upon conclusion of that, the formal presentation of the evening began. Staff Member Clark would lead. At the onset he noted that today's presentation was a kickoff of sorts for the transition to automated collection. He was seeking feedback from the group on the presentation and materials provided because while today is the kickoff, a kickoff "on a bigger stage" would be forthcoming in December at the City Council meeting.

Mr. Clark noted facts that were well known to the committee. The City is transitioning to automated collection, one of 3-4 trucks per day will be part of a two-year pilot programming in that transition. Residents receiving curbside collection will by default receive a 65-gallon cart for trash collection and a 95-gallon cart for recycling. Alternative cart sizes will be available to residents requiring accommodation per the committee's previous indication. The pilot program will run for two years and a City-wide transition to automated collection will occur in July 2028.

Pay-As-You-Throw bags will still be required for all residents, pilot and those remaining with manual collection for the time being.

Collection days will not change for residents but collection times may vary. Materials should be placed at the curb at 7am, as has always been the rule.

Those receiving carts should place the cart at the curb on their collection day with clearance on all sides, and the lid faces to open towards the street. A diagram of guidance was shown. Key is location and ALL materials to be collected MUST be inside the cart.

A diagram was then shown indicating the routes that will be changing to automated collection as part of the pilot in July 2026. Those routes were chosen to include previously identified obstacles the committee had identified.

The presentation then turned to how the communication strategy would unfold. In December, all residents receiving curbside collection will receive a postcard describing the plan, including QR codes which can be followed for residents to get more info. A draft was provided for comment.

In January of 2026, residents ON the pilot routes will get a subsequent postcard indicating that their address is on the pilot route. It will also have QR codes and information to follow if those pilot household would like to request alternative cart sizes. Another draft was provided for comment.

Mr. Clark then went on to detail the alternative totter sizes that are available. The 95-gallon recycling cart may be downsized to a 65-gallon recycling cart for residents aged 65+, or those requiring ADA or other accommodation.

On the trash side, residents may downsize the standard 65-gallon cart to a 35-gallon cart. Mr. Clark noted a 35-gallon cart is not available on the recycling side however because it is impractical to use for recycling.

It was also noted that on the trash side, residents living in household of 5 people or more may request a trash cart that is 95 gallons.

Mr. Clark explained that because the City and vendor Casella must get the cart order into the manufacturer, a "window" was available for residents to request these alternative sizes. That window is

anticipated to run from 1/1/26 – 3/31/26 for those on the pilot routes. Requests received outside of that window will be accepted but will not be guaranteed. Those requests will be satisfied based on availability and funding.

Diagrams were shown comparing the cart sizes.

Residents seeking to dispose of their old bins will have options. Reuse ideas were presented. Casella will also run an extra truck the week prior to the pilot route beginning to collect unwanted bins for disposal. Residents should tape an 8x11.5 sheet of paper to the bin and write “TAKE” in large letters. Outside of that, roll offs will be places at the COMF and the Transfer Station for free disposal of BINS ONLY from pilot participants for the month of July. Beyond that, residents should use the Transfer Station but fees will apply.

Delivery dates of the carts are still to be determined but will take place in June 2026 for pilot participants. Carts will be delivered to the relative location of service, meaning where the carts are to be placed for collection.

City Staff and Casella representatives will be reaching out to various types of properties in winter and spring to discuss details if additional guidance is warranted.

Once the pilot begins, Casella will have Staff ahead of the collection truck the first couple of weeks of the program to ensure carts are in proper locations for collection. Staff may leave stickers on the carts, indicating that the place they moved the cart to is an appropriate place to place the cart in the future.

It was noted that the City’s curbside collection program is residential only and that any commercial entities that may be presently using the PAYT bags for collection will not be provided a cart. They should reach out to General Services for alternatives.

Carts are provided by Casella/Concord and stay with the property to which they are issued. Carts have a unique serial number assigned to each property. Carts should not be permanently marked however stickers are ok.

Multi-family parcels with more than one unit will get a set of carts for each unit up to a maximum of 4. Frontage is likely going to be an issue and landlords should reach out to General Services to request fewer carts. Staff will also seek to reach out.

Carts must be Casella/Concord carts.

Residents on private roads that currently receive curbside collection will continue to. Residents who have “bulk stops” may continue. Residents on private roads that do not currently receive collection will not begin to.

Additional bins are not a part of the contract. General Services will collect and compile requests and approach SWAC with those requests after a 6-month waiting period.

Damage, replace, size adjustments (past the initial window) and requests for additional bins will be managed through SeeClickFix. The Department uses the tool a lot and finds it to be perfectly appropriate for these uses.

Mr. Clark then went on to describe a large GIS project that he and other City staff are undertaking to capture the breadth of the curbside collection program. It is a large effort that will eventually feed into the cart order. It will seek to help capture the stops that are collected, particularly in challenging multifamily settings.

Wrapping up the presentation, Mr. Clark indicated the committee still has work to do on the compliance aspect of the program, including developing an enforcement protocol. Further, SWAC meeting during the pilot will be using various types of data to determine what the committee is learning from the pilot.

A draft handout of a very robust "Resource Guide" was provided with Mr. Clark noting that Staff Member Angelina Zulkic will be detailing it at the December meeting. Mr. Clark asked committee to look it over and send feedback. With that, outreach channels were reviewed and the floor was opened to questions.

Member Steinhauser asked if the vehicles that will be collecting are split body vehicles. They are. This is how the City is currently serviced and will continue. Member Hall asked about possible closures that can be used to secure bin lids. Casella Representative Erin Banfield indicated that while no closures can be placed on the cart while at the curb, one can use a number of methods before being brought out including locks. She also noted that some manufacturers are now creating possible options for closures when placed curbside that "break away" when tipped but the style will depend on which cart manufacturer is ultimately chosen.

Member Foss asked for details on the on-bin information that will be provided. It will include placement instructions and QR codes linking to the Resource Guide.

Member Steinhauser noted that some multigeneration residences produce lots of trash. It is understood and that will be reflected in additional toter requests received. The Transfer Station does have a dumpster that is for purple bags only in the interim. Member Steinhauser also noted that Syracuse just went through this transition. Staff will look at information on this.

Conversation then turned to winter. Carts and trash collection generally are difficult in winter. This is known. Casella Representative Mike Paine recommends treating it like one's mailbox and dig out a spot for trash when it snows. We are all in this together. He also shared that Casella seeks to notify the City as early as possible for trash delays or cancelations.

At the conclusion of this, the meeting then pivoted to the next topic which was a pro forma review. Mr. Clark briefly shared the pro forma from the current budget. He noted that given the current position of the proforma, transfers from General Fund are to grow over time. Further, a PAYT bag price increase currently shown in FY29 may need to be moved up to FY28. As Staff and Administration move into budget season, this will be further discussed.

The next topic included updates on previously discussed topics. The textile collection bins from Apparel Impact are in place at the Transfer Station, the Water Plant, the City-Wide Community Center and the COMF. Member Carol Foss mentioned that the City should seek to place one in the northern part of the City.

Further, the possibility of a food scrap drop-off program at the Transfer Station is inching closer to being a possibility with the recent approval of a permit modification. The next step would be potential inclusion as a PCR in the FY27 budget.

TerraCycle was also noted to have purchased a business in Concord recently. This will be explored for potential partnership opportunities.

Lastly, the upcoming schedule of meeting and topics was reviewed.

Following expressions of appreciation from committee members, a motion to adjourn was put forward by Councilor Schultz at 5:48 pm, seconded by Member Foss, and unanimously approved.



Introduction

- ▶ General Services Staff
 - ▶ Marco Philippon
 - ▶ Adam Clark
- ▶ Casella Staff
 - ▶ Erin Banfield
 - ▶ Michael Paine

Introduction

- ▶ Stating/Restating for the record
- ▶ Informal
- ▶ Please keep an eye toward what you would like to see included/needs more work for a December Council Presentation
- ▶ Take and review materials provided (~95% complete drafts)
- ▶ Please send feedback

Automated Collection: Pilot

- ▶ On each collection day there are 3-4 residential curbside collection routes (truck/route)
- ▶ On each day during the pilot phase of the transition, 1 of these routes (trucks) will be designated for automated collection
- ▶ A 65-gallon cart for trash and a 95-gallon cart for recycling will be delivered to each home on these pilot routes in late spring 2026 (June)
- ▶ There will be no charge to residents for the carts
- ▶ Alternative cart sizes will be available for residents requiring accommodation

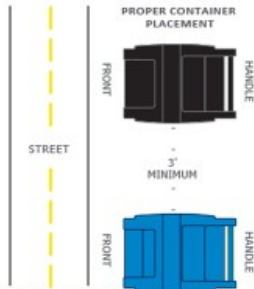
Automated Collection: Pilot

- ▶ All residents (pilot participants and those with manual collection) will still be required to use City-issued, purple, PAYT-bags
- ▶ Collection days will not change for any resident but time of collection may vary
- ▶ Trash and recycling should be placed at the curb by 7am on your collection day
- ▶ Carts should be placed at the curb facing out with clearance on all sides. Instructions will be provided with the cart

Automated Collection: Placement

CONTAINER DO'S

- Keep containers on a hard, level surface clear of snow and other landscaping debris and no more than 6' from edge of curb.
- Please allow containers a 3' perimeter of clearance from obstructions such as parked cars, trees, mailboxes and utility poles. There must also be a 15' over head clearance from any low hanging tree branches or power lines, etc.
- If you have more than one cart placed at the curb, please set them side by side as indicated in the illustration with at least 3' of clearance between the containers. Do not block sidewalk.
- All items to be collected must fit inside your curbside containers.



CONTAINER DON'TS



Containers must remain upright for pickup



Keep all materials inside the container

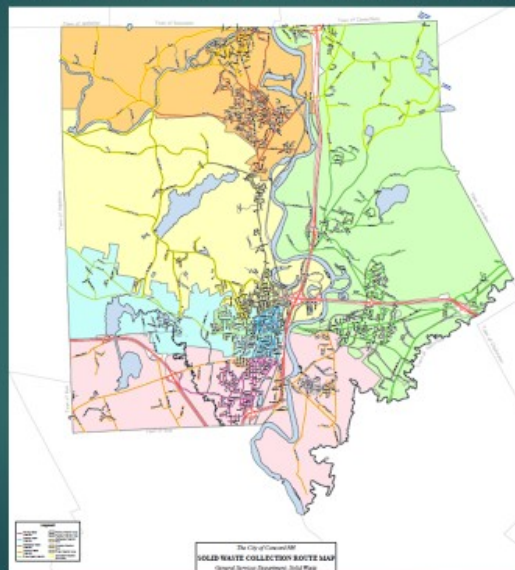


Do not place containers back to back



Keep container clear of all obstructions

Automated Collection: Routes



Automated Collection: Routes

- ▶ Dense Neighborhoods
- ▶ Rural Neighborhoods
- ▶ One Way Streets
- ▶ Back Downs
- ▶ Bulk Stops
- ▶ Steep Slopes
- ▶ No Sidewalks
- ▶ On-street Parking Areas
- ▶ Multi-families

Automated Collection: Notification

- ▶ In mid-December, all City residents receiving curbside collection will be mailed a postcard reviewing the transition plan including a note that those residences located on a pilot route will be receiving a subsequent mailing in early January
- ▶ Please see Handout #1
 - ▶ QR Codes may not be active yet

Automated Collection: Notification

- ▶ In January 2026, residents that live along the pilot routes will receive a subsequent postcard notifying them that they will be a part of the pilot program. This postcard will include instructions on the means by which a resident can request alternate bin sizing
- ▶ Please see Handout #2
 - ▶ QR Codes may not be active yet

Automated Collection: Carts

- ▶ Alternative (smaller) cart sizes will be available to senior citizens (65+) and residents requiring ADA or other accommodations
 - ▶ 95 gallon Recycling → 65 gallon Recycling
 - ▶ 65 gallon Trash → 35 gallon Trash
 - ▶ Residents may choose to "size down" both their trash and recycling bins but need not size down both
- ▶ Alternative (larger) trash cart size will be available to households with 5 or more members
 - ▶ 65 gallon Trash → 95 gallon Trash
- ▶ Requests for alternative sizes (before delivery) will be accepted from January 1st through March 31st 2026
- ▶ Requests can be made online or by calling the General Services at 603-228-2737
- ▶ Requests received after March 31st 2026 will be placed on a waitlist (through SeeClickFix) and satisfied based on availability and funding

Automated Collection: Carts

Default Cart Sizes

95-Gallon Recycling Cart

H: 43.5" W: 29.2" D: 33.3"



Holds over 5 times more recycling compared to the current City 18-gallon bins; a large size to contain cardboard. The lid contains materials and reduces wind-blown litter. Wheels and handle allow for easy moving - no more carrying!



65-Gallon Trash Cart

H: 41.2" W: 26" D: 27.8"



Holds approximately 4+ 15-gallon bags or 2+ 30-gallon bags. The lid contains materials and discourages critters. Wheels and handle allow for easy moving - no more carrying!



Automated Collection: Carts

Trash Cart Size Alternatives

Larger 95-Gallon Trash Cart

H: 43.5" W: 29.2" D: 33.3"



Households with 5 or more members may request a larger trash cart. Holds approximately 6+ 15-gallon bags or 3+ 30-gallon bags.



Smaller 35-Gallon Trash Cart

H: 37.5" W: 18.5" D: 24.5"



Senior citizens (ages 65+) and residents requiring ADA or other accommodations may request a smaller trash cart. Holds approximately 2+ 15-gallon bags and 1+ 30-gallon bag.



Automated Collection: Carts

Recycling Cart Size Alternatives

Smaller 65-Gallon Recycling Cart

H: 41.2" W: 26" D: 27.8



Senior citizens (ages 65+) and residents requiring ADA or other accommodations may request a smaller recycling cart. Holds over 3 times more recycling compared to the current City 18-gallon bins.



There is no option to size down to a 35-gallon recycling cart. 35-gallon carts may work for trash since items can more easily fit and weigh down the cart, but recycling items, such as cardboard, would be more difficult to fit, and the cart would be too light and top-heavy to stand upright for recyclables.

Automated Collection: Bin Disposal

- ▶ Residents seeking to dispose of their old containers will have options
 - ▶ Repurpose – Old bins make great storage containers in a basement or garage
 - ▶ Curbside – The week prior to commencement of the pilot, residents should tape an 8.5" x 11" piece of paper to their bin saying "TAKE". Casella will run a separate truck on the pilot routes to collect these
 - ▶ Transfer Station – A 30-yard, open-top dumpster will be placed and designated for free disposal of unwanted containers through the month of July
 - ▶ COMF – A 30-yard, open-top dumpster will be placed and designated for free disposal of unwanted containers through the month of July
 - ▶ Thereafter, residents would need to dispose of unwanted bins at the Transfer Station (fees will apply)

Automated Collection: Rollout

- ▶ Delivery info: Date TBD (June 2026, ~2 weeks)
- ▶ Carts will have information attached upon delivery (placement instructions, QR Codes, etc.)
- ▶ Carts will be delivered curbside and placed in the relative location of service
 - ▶ Note: One ways/Back Downs
- ▶ City and Casella Staff will reach out to locations which may require additional guidance on placement in late winter/spring 2026
 - ▶ One Way Streets
 - ▶ Back Downs
 - ▶ Private Roads
 - ▶ Bulk Stops
 - ▶ Multi-families

Automated Collection: Rollout

- ▶ Casella will have Staff dispatched ahead of the collection truck in the first few weeks of the transition to ensure carts are appropriately placed
- ▶ Staff may leave information attached to the cart providing guidance on placement for a specific residence

Automated Collection: Rollout

////NOTICE////

**Please place your cart in
this location for collection.**

THANK YOU!

Please remove and dispose of this light adhesive decal
after understanding the correct cart location.

If you have questions, please call us at 800-445-1318.

Automated Collection: Rollout

- ▶ Concord's curbside collection program is a residential program. Commercial entities that may have been using purple bags will not receive a cart
 - ▶ We anticipate purchasing additional "City Carts" which is the proper way by which small businesses and non-profits may be collected on the curbside route
- ▶ Carts are provided by Casella/Concord and should stay with the property to which they are issued to
- ▶ Carts are emblazoned with a serial number with each cart assigned to a particular address
- ▶ Carts should not be permanently marked. Stickers are ok
- ▶ Parcels with more than 1 dwelling unit, will receive one set of toters for each unit up to a maximum of 4 sets of toters. Property owners may request fewer toters.
 - ▶ Staff may reach out to individual properties as needed based on frontage

Automated Collection: Rollout

- ▶ Carts MUST be official Casella/Concord bins, using one's own bin is not allowed
- ▶ Private Roads
 - ▶ Residents on private roads that currently receive curbside collection will have carts delivered and continue to receive curbside collection (provided conditions continue to allow)
 - ▶ Residents on private roads that currently bring their solid waste to a public (City or State) right of way, may continue to do so. Carts will be delivered to the relative location of service
 - ▶ Residents on private roads that do not currently receive curbside collection will continue to not receive curbside collection
- ▶ Additional Bins – Upon commencement of the pilot, GSD will accept requests for additional carts. Based on response, SWAC and City Council may consider sanctioning/funding additional carts
 - ▶ Many municipalities require a waiting period of 6 months
 - ▶ If sanctioned and funded, City Council/SWAC will want to consider a fee associated with additional bins

Automated Collection: Rollout

- ▶ Damaged Bins/Repairs – Managed through SeeClickFix
- ▶ Replacements – Managed through SeeClickFix
- ▶ Size Adjustments – Managed past the initial “window” and rollout, through SeeClickFix based on eligibility, funding and availability
- ▶ Additional Bin Requests – Requests only. Managed through SeeClickFix based on funding and availability

Automated Collection: GIS Project

- ▶ Solid Waste Collection Layer
- ▶ Seeking to get a handle on stops
- ▶ Forms the foundation for our subsequent address (cart delivery) list
- ▶ Multifamily and mixed-use parcels are known challenges to the Assessing Department
- ▶ Large project/Multi-Departmental effort/Beginning now

Automated Collection: Of Note

- ▶ PAYT Compliance Program
 - ▶ Hardware Installation – Spring 2026
 - ▶ Develop Enforcement Protocol - Spring 2026
 - ▶ Monitoring and Outreach PCR's - FY27
- ▶ SWAC Meeting Data
 - ▶ PAYT Compliance Data – Form TBD
 - ▶ PAYT Bag Sales Data – Monthly
 - ▶ Compliance Program Costs
 - ▶ Tonnages

Automated Collection: Outreach



- ▶ Please see Handout #3
 - ▶ QR Codes may not be active yet

Automated Collection: Outreach

- ▶ GSD Website:
<https://www.concordnh.gov/2041/Automated-Collection>
- ▶ Casella Website:
<https://www.casella.com/services/collection/>
- ▶ City Displays
- ▶ Informational Meetings
- ▶ Concord TV
- ▶ General Services Department: 603-228-2737

Automated Collection: Questions?



Automated Curbside Collection for Trash & Recycling

LET'S GET ROLLING!

The transition to automated curbside collection will begin the week of June 29, 2026, with a 2-year pilot program for trial routes. The City-wide implementation will occur in July 2028.

New trash and recycling carts will be provided:

- 1 95-Gallon Recycling Cart
- 1 65-Gallon Trash Cart

The City's Pay-As-You-Throw Program will continue and PAYT trash bags will be required with automated trash collection. Learn more at www.concordnh.gov/automatedcollection.

COMING TO CONCORD

Resource Guide:

Pro Forma: Briefly

Solid Waste Fund Pro Forma FY2025 - FY2031									
	FY25 Budget	FY25 Estimate	FY26 Request	FY27 Projected	FY28 Projected	FY29 Projected	FY30 Projected	FY31 Projected	
Revenues:									
PAYT	2,237,580	2,237,580	2,315,080	2,338,231	2,361,613	2,743,014	2,770,444	2,798,148	
Recycling	105,340	106,562	105,340	106,393	107,457	108,532	109,617	110,713	
Other Services	310,440	310,440	326,505	336,300	346,389	356,781	367,484	378,509	
Other	2,040	2,040	(87,960)	(87,960)	(87,960)	(87,960)	(87,960)	(87,960)	
Transfer In - General	1,467,845	1,467,845	1,513,045	2,067,829	2,171,220	2,579,781	2,793,770	3,388,458	
PAYT Price Adjustment %				0%	0%	15%	0%	0%	
PAYT Price Adjustment Additional Revenue						354,242			
Total Revenues	4,123,245	4,124,467	4,172,010	4,760,793	4,898,720	5,700,147	5,953,355	6,587,869	
Expenses:									
PAYT	2,571,254	2,566,990	2,681,327	2,815,394	2,956,163	3,103,972	3,259,170	3,422,129	
Recycling	1,869,566	1,841,360	1,969,360	2,067,829	2,171,220	2,279,781	2,393,770	2,513,458	
Other Services	398,000	398,000	417,750	438,638	460,569	483,598	507,778	533,167	
Landfill	86,894	88,104	89,138	93,595	98,275	103,188	108,348	113,765	
Transfer Out to Parking	13,650	13,650	13,650	13,787	13,924	14,064	14,204	14,346	
Capital Program:									
Capital Transfer	-	-	-	-	-	15,000	25,000	-	
Bonded CIP	-	-	-	-	-	45,000	-	-	
Authorized Unissued Debt		80,000							
Debt Service:									
Future Debt Service Estimate				10,160	9,920	9,680	14,465	14,090	
Existing Debt Service Schedule	18,650	18,650	18,302	16,630	11,075	10,825	10,550	-	
Total Expenses	4,958,014	4,926,754	5,189,528	5,456,031	5,721,147	6,020,107	6,333,285	6,610,955	
Projected Net	(834,769)	(802,287)	(1,017,518)	(695,238)	(822,427)	(319,960)	(379,930)	(23,086)	
Fund Position:									
Beginning Working Capital	3,700,702	3,700,702	2,898,415	1,880,898	1,185,660	363,233	43,272	(336,657)	
Ending Working Capital	2,865,933	2,898,415	1,880,898	1,185,660	363,233	43,272	(336,657)	(359,744)	
20% of expenses	991,600	985,350	1,037,910	1,091,210	1,144,230	1,204,020	1,266,660	1,322,190	

Other Business: Updates

- ▶ Textile Collection Partnership:
 - ▶ Transfer Station
 - ▶ Heights Community Center
 - ▶ COMF
 - ▶ Water Plant
 - ▶ Assessing more locations/Apparel Impact leveraging partnership to approach schools
- ▶ Food Waste Drop-off Site at the Transfer Station:
 - ▶ Permit Modification #1 – Complete
 - ▶ Anticipated FY27 Program Change Request (PCR)
 - ▶ Permit Modification #2 – Pending Funding
 - ▶ Possible FY27 Start
- ▶ TerraCycle Collections:
 - ▶ Volunteer managed in Bow
 - ▶ Newly acquired business in Concord/Will assess for potential partnership

Upcoming:

- ▶ December 2nd 2025: SWAC
 - ▶ Progress Report
 - ▶ Resource Guide
 - ▶ Council Dry-run
- ▶ December 8th 2025: City Council
 - ▶ Roll-out Presentation
- ▶ February 3rd 2026: SWAC
 - ▶ Progress Report
 - ▶ Compliance Conversation
 - ▶ Enforcement Protocol
- ▶ April 7th 2026: SWAC
 - ▶ Progress Report
 - ▶ Curbside Collection Rules
 - ▶ FY27 Solid Waste PCRs



Thank you
sincerely!

Hand-Out #1: City-Wide Postcard (mid-December 2025) - DRAFT

AUTOMATED COLLECTION FOR CURBSIDE TRASH & RECYCLING



LET'S GET ROLLING!

Carts will be required for residential curbside collection. Carts will be delivered and placed curbside in the relative location of service:

- 1 95-Gallon Recycling Cart
- 1 65-Gallon Trash Cart



COMING TO CONCORD

The transition to automated collection will begin the week of June 29, 2026, with a 2-year pilot program for trial routes. If your address is part of the pilot program, you will receive another postcard in early 2026. View the pilot route map online.

Addresses not included in the pilot program will be part of the city-wide implementation in July 2028.

PAYT BAG PROGRAM

The City's Pay-As-You-Throw Program will continue, and **PAYT trash bags will still be required** with automated trash collection. PAYT trash bags must be contained inside of the trash cart.

Learn more about the City's transition to automated curbside collection: concordnh.gov/automatedcollection.

Scan the QR Code to visit our webpage. View our resource guide and FAQs:





Concord General Services
311 North State Street
Concord, NH 03301

Resident
Address
Concord, NH 03301

Postage

Hand-Out #2: Pilot Program Postcard (early January 2026) - DRAFT

CONCORD IS TRANSITIONING TO AUTOMATED CURBSIDE TRASH & RECYCLING COLLECTION

THIS ADDRESS IS IN THE PILOT PROGRAM!

THE 2-YEAR PILOT BEGINS FOR TRIAL ROUTES THE WEEK OF JUNE 29, 2026.



- 1 95-Gallon Recycling Cart
- 1 65-Gallon Trash Cart

Carts will be required for residential curbside collection. Carts will be delivered and placed curbside in the relative location of service.

Multi-family parcels with more than one dwelling unit will receive a set of carts for every unit, up to 4 sets max. (8 carts total). Property owners may request fewer carts.

Carts may be used when you get them in late spring. Carts will be required starting the week of June 29, 2026. Personal containers, barrels, or materials not contained within the issued carts will not be collected.

IT'S TIME TO GET ROLLING!



PAYT trash bags are still required.

CART SIZE OPTIONS

Different cart sizes are available to senior citizens (ages 65+), households with more than 5 people, and residents requiring ADA or other accommodations.

Submit a request by March 31, 2026.
Call Concord General Services at 603-228-2737 or fill out a request form online (scan the QR code below).

Learn more about the City's transition to automated curbside collection:
concordnh.gov/automatedcollection.

Scan the QR Code to visit our webpage. View our resource guide and FAQs:





Concord General Services
311 North State Street
Concord, NH 03301

Postage

Resident
Address
Concord, NH 03301

CITY OF CONCORD

AUTOMATED CURBSIDE TRASH & RECYCLING COLLECTION

RESOURCE GUIDE



AUTOMATED CURBSIDE COLLECTION FOR TRASH & RECYCLING



COMING TO CONCORD

LET'S GET ROLLING!

The transition to automated curbside collection will begin the week of June 29, 2026, with a 2-year pilot program for trial routes. The City-wide implementation will occur in July 2028.

New trash and recycling carts will be provided:

- 1 95-Gallon Recycling Cart
- 1 65-Gallon Trash Cart

The City's Pay-As-You-Throw Program will continue and PAYT trash bags will be required with automated trash collection. Learn more at www.concordnh.gov/automatedcollection.



Resource Guide:



Let's Do This Together!

The City of Concord and Casella are excited to begin the transition to automated curbside trash and recycling collection. We know this will be an adjustment for everyone, and it may impact some residents more than others. **We are here to help make this as smooth a transition as possible.** Please review this resource guide as a reference for what to expect and how to prepare for the change to trash collection. **We appreciate everyone's patience as we begin this new process!**

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AUTOMATED CURBSIDE TRASH & RECYCLING COLLECTION

What is Automated Collection?

Automated collection uses Automated Side Loading (ASL) trucks with a mechanical arm to grab, lift, and empty trash and recycling carts. Automated curbside collection requires standardized carts (barrels with wheels and a lid).

Why the Change?

The City of Concord entered into a new 10-year contract for solid waste collection and recycling services with Casella, as of July 1, 2024. As part of the contract, Concord will transition from manual collection, in which workers physically grab materials at the curb and place them into the truck, to automated collection. Manual collection is being phased out of the solid waste industry as automated collection becomes the standard service from haulers.

When is the Transition?

The City of Concord will begin transitioning to automated curbside trash and recycling collection the week of June 29, 2026, for trial routes as part of the 2-year pilot program. City-wide implementation begins July 2028.

What is Changing?

Residential properties currently receiving curbside trash and recycling collection will be provided with carts from Casella at no charge. Residents will receive one 95-gallon cart for recycling and one 65-gallon cart for trash. Different cart sizes will be available to residents based on availability and eligibility. Carts are required for automated collection. The City's current recycling bins will no longer be usable for automated collection and trash bags will not be collected if placed at the curb. All materials, including cardboard, must be placed inside carts for collection. Carts must be placed appropriately at the curb in accordance with guidelines.

ASL Truck Demonstration

Click the link or scan the QR code to watch a video to see how automated collection works:

[Watch Here](#)



NEW CARTS REQUIRED FOR TRASH & RECYCLING



Cart Delivery

Casella will deliver carts to residential properties with curbside trash and recycling collection. Carts will be delivered in June 2026 for participants in the pilot program and in June 2028 for the remaining residents part of the city-wide transition. Upon delivery, carts will be placed curbside in the relative location of service.

Property Assignment

Carts are provided by Casella and the City of Concord. All carts must remain with the property if a resident moves. Each cart will have a serial number associated with the property address. This number can help residents track which cart is theirs. Residents are encouraged to label carts with their address using only vinyl stickers. Do not permanently mark carts with paint or marker.

Lost / Damaged Carts

If your cart gets lost or damaged, you will need to request a replacement. Submit a request on SeeClickFix on the City website or the MyConcordNH mobile app, or call Concord General Services at 603-228-2737.

Cart Requirement

Residents cannot use their own containers with automated collection. Residents must use the standardized carts provided by Casella once automated collection begins to ensure collection. Personal containers, barrels, or any materials not contained within the issued carts will not be collected.

Proposed Cart Design

Trash and recycling carts will be blue and will include the City of Concord logo and Casella logo. Trash carts will have a black lid, while recycling carts will have a blue lid. Final cart designs are pending and to be determined.

PAY-AS-YOU-THROW (PAYT) TRASH BAGS ARE STILL REQUIRED

PAYT Trash Bags

City of Concord Pay-As-You-Throw (PAYT) Trash Bags will still be required for automated curbside trash collection. All trash placed at the curb must be contained within PAYT trash bags, AND all PAYT trash bags must be contained within the trash cart. Trash bags cannot be placed outside of the cart.



Why Keep PAYT?

The City of Concord established its PAYT Program in July 2009 to offset the increasing costs of solid waste collection and disposal. The unit-based pricing system allows residents to be in direct control of how much they pay for their trash disposal by having solid waste costs paid through bag sales instead of through general fund taxation. Funding these services only through taxes would come with more waste to manage and increased costs. This approach increases awareness of how much household waste is generated and encourages waste reduction. Those who dispose of more trash will pay more, while those who reduce their waste will pay less. Residents have an incentive to decrease their waste by reducing, reusing, and recycling. The PAYT Program encourages residents to produce less trash and decrease the environmental impact of solid waste. Unit-based pricing systems, such as PAYT, have been proven to reduce trash volumes. Trash tonnage has been reduced by 40% in Concord since the PAYT Program began. **Keeping the PAYT Program will keep solid waste volumes down and will curb overall disposal costs.**

PAYT Bag Compliance Required

The contents of carts will be monitored, and audits will be performed to ensure compliance. Trash will not be collected if City Pay-As-You-Throw Trash Bags are not used.

PILOT PROGRAM FOR AUTOMATED CURBSIDE COLLECTION

Automated Transition

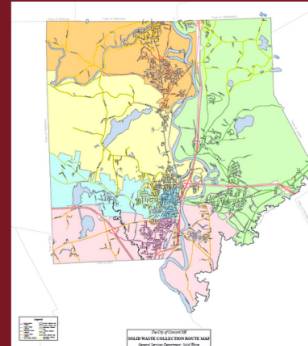
The City of Concord will begin transitioning to automated curbside trash and recycling collection the week of June 29, 2026, for trial routes part of the 2-year pilot program. Residents not part of the pilot program will continue to receive manual collection until the city-wide transition in July 2028.

Collection Routes

Concord is divided into five different collection areas for each day of the week, Monday through Friday. Designated collection days will not change. Time of collection may vary. Carts should be placed by 7 a.m. on collection day. Each day, there are 3-4 residential curbside collection truck routes. One collection route per day will be included in the pilot program.

Why a Pilot Program?

The pilot program for automated collection will include a smaller number of residents, allowing for a gradual transition with more time to adapt, test new practices, and work with the City of Concord and Casella to address any concerns. The pilot program will include a variety of collection routes to establish best practices and procedures for dense neighborhoods, rural areas, one-way streets, bulk stops, back-down collections, steep slopes, multi-family units, on-street parking areas, no sidewalks, and any other accommodations. This will provide an opportunity to work through logistics, evaluate operations, make any necessary modifications, provide public education, and build a more efficient program before the city-wide transition.



Collection Route Map

Click the link or scan the QR code to view the Solid Waste Collection Route Map, which shows designated collection days and pilot program routes (highlighted in yellow).

[View Map Here](#)



STANDARD CART SIZES & QUANTITIES

All single-family residences with curbside collection will automatically receive one 95-gallon recycling cart and one 65-gallon trash cart.

Multi-family parcels with more than one dwelling unit will receive a set of carts for every unit, up to a maximum of 4 sets (8 containers total; 4 trash and 4 recycling). Property owners of multi-family units may contact us to request fewer carts.

Commercial properties and any property with a dumpster will not receive carts.

Default Cart Sizes

95-Gallon Recycling Cart

H: 43.5" W: 29.2" D: 33.3"



Holds over 5 times more recycling compared to the current City 18-gallon bins; a large size to contain cardboard. The lid contains materials and reduces wind-blown litter. Wheels and handle allow for easy moving - no more carrying!



65-Gallon Trash Cart

H: 41.2" W: 26" D: 27.8"



Holds approximately 4+ 15-gallon bags or 2+ 30-gallon bags. The lid contains materials and discourages critters. Wheels and handle allow for easy moving - no more carrying!



CART SIZE ACCOMMODATIONS

Different cart sizes are available to senior citizens (ages 65+), households with more than 5 people, and residents requiring ADA or other accommodations.

Residents included in the pilot program may request to change the default cart sizing. Residents may request to change the size of both carts, or keep the default size of one cart and change the other.

Trash Cart Size Alternatives

Larger 95-Gallon Trash Cart

H: 43.5" W: 29.2" D: 33.3"



Households with 5 or more members may request a larger trash cart. Holds approximately 6+ 15-gallon bags or 3+ 30-gallon bags.



Smaller 35-Gallon Trash Cart

H: 37.5" W: 18.5" D: 24.5"



Senior citizens (ages 65+) and residents requiring ADA or other accommodations may request a smaller trash cart. Holds approximately 2+ 15-gallon bags and 1+ 30-gallon bag.



CART SIZE ACCOMMODATIONS

Recycling Cart Size Alternatives

Smaller 65-Gallon Recycling Cart

H: 41.2" W: 26" D: 27.8



Senior citizens (ages 65+) and residents requiring ADA or other accommodations may request a smaller recycling cart. Holds over 3 times more recycling compared to the current City 18-gallon bins.



There is no option to size down to a 35-gallon recycling cart. 35-gallon carts may work for trash since items can more easily fit and weigh down the cart, but recycling items, such as cardboard, would be more difficult to fit, and the cart would be too light and top-heavy to stand upright for recyclables.

Different Cart Size Requests

Participants in the pilot program may submit a request by March 31, 2026. Call Concord General Services at 603-228-2737 or fill out a request form online. Click the link or scan the QR code to submit the online request form.

[Submit Form Here](#)



Requests will be reviewed for eligibility. **Cart sizes will be locked for the pilot routes by March 31, 2026. Requests received after the deadline will be placed on a waitlist if eligible, and exchanged based on available inventory.** Please note, if you request a different cart size and then later wish to change to another cart size, there may be a waiting period based on inventory.

OLD BIN DISPOSAL OPTIONS

Residents have several options on what to do with their old City recycling bins and personal trash containers.

Repurpose Bins

Old bins and containers can be saved and used for other purposes, such as a storage container in the basement, shed, or garage. Alternatively, old bins and containers may be given to others who will not be required to use the new standard carts.



Curbside Bin Disposal

Residents in the pilot program can place unwanted bins at the curb for Casella to collect the week before automated curbside collection begins. Curbside bin disposal will take place June 22, 2026, through June 26, 2026. Residents must clearly label bins with an 8.5" x 11" piece of paper that states, "TAKE," and put them curbside on their normal trash collection day. Unwanted bins will be taken in a separate truck at the same time as trash collection.

Drop Off Locations

Residents may bring any unwanted containers to the Concord Transfer Station located at 77 Old Turnpike Road, or Concord General Services at 311 North State Street. Dumpsters will be placed at these locations and designated only for free bin disposal during the month of July 2026.

Concord Transfer Station

Residents may dispose of their containers at the Concord Transfer Station at their convenience. Bins will be accepted for free during the month of July 2026. After July 2026, fees will apply for residents to dispose of unwanted bins at the Concord Transfer Station. The Concord Transfer Station is open Monday through Saturday, 8:00 a.m. to 4:00 p.m. and closed on Sundays and designated holidays.

CART PLACEMENT GUIDELINES

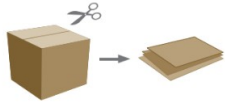
Curbside Container Placement Guide

HELP US TO PROVIDE YOU WITH THE BEST POSSIBLE SERVICE



This guide illustrates the proper and improper placement of your curbside containers and offers tips to help with the curbside collection of materials.

CARDBOARD HANDLING



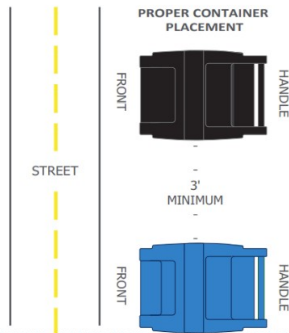
Please breakdown all cardboard so it fits into the cart with the lid closed. Cut oversized material into 2' x 2' squares.



Place containers at the curb the night before pickup day

CONTAINER DO'S

- Keep containers on a hard, level surface clear of snow and other landscaping debris and no more than 6' from edge of curb.
- Please allow containers a 3' perimeter of clearance from obstructions such as parked cars, trees, mailboxes and utility poles. There must also be a 15' over head clearance from any low hanging tree branches or power lines, etc.
- If you have more than one cart placed at the curb, please set them side by side as indicated in the illustration with at least 3' of clearance between the containers. Do not block sidewalk.
- All items to be collected must fit inside your curbside containers.



CONTAINER DON'TS



Containers must remain upright for pickup



Keep all materials inside the container



Do not place containers back to back



Keep container clear of all obstructions

AUTOMATED COLLECTION ON PRIVATE ROADS



Private Road Information

Residents who live on private roads that currently receive curbside trash and recycling collection will have carts delivered and will continue to receive curbside collection, as long as conditions continue to allow.

Residents who live on private roads that currently bring their trash and recycling to a public right-of-way (City or State) at a bulk stop may continue to do so. Carts will be delivered to you and placed curbside in the relative location of service.

Residents who live on private roads that do not currently receive curbside collection will continue not to receive curbside collection. Residents who live on newly developed private roads will not begin to receive curbside collection.

Casella and City staff will reach out to residents who live in locations that may require additional guidance.

ONE-WAY STREETS & NARROW ROADS

Cart Placement for One-Way Streets & Narrow Roads

The new trucks that will be used for automated curbside collection have only one arm on the right side of the truck. This means that trash and recycling must be on the right side of the road in the direction of traffic to be reachable.

An Automated Side Loading (ASL) truck cannot turn around on a dead-end street without a cul-de-sac, one-way streets, or narrow streets. The truck must back up or down the street in one direction and can only empty carts on the right side of the truck.

Residents who live on dead-end streets without cul-de-sacs, one-way roads, narrow roads, and roads requiring back-down collection must place their carts on the right side of the street in the direction of traffic. This will require residents on the left side of these streets to place their materials across the street.

Casella and City staff will reach out to residents who live in locations that may require additional guidance.



CONCORD TRANSFER STATION



Bulky Items & Overflow

Trash and recycling materials not contained within the carts provided will not be collected curbside. Items must fit fully within the container, and the lids must close. Items cannot overflow the container, and nothing can be placed beside the containers. Large cardboard boxes must be broken down to fit fully into the carts. The driver will not get out of the truck to grab boxes at the curb. Materials that cannot fit into the carts can be taken to the Concord Transfer Station. Large bulky items, such as furniture and appliances, are not an exception and must continue to be disposed of at the Concord Transfer Station.

Transfer Station Information

The Concord Transfer Station is located at 77 Old Turnpike Road. Hours are Monday through Saturday, 8:00 a.m. to 4:00 p.m. The facility is closed on Sundays and designated holidays. There is a \$25 minimum charge for all materials. Some items have a flat rate, and a few items are free to dispose of, including any recyclables or trash contained within PAYT trash bags.

Visit the Concord Transfer Station webpage for information about rates, drop-off details, acceptable and unacceptable items, and more.



Click the link or scan the QR code to [**View the Transfer Station Webpage.**](#)

ACCEPTABLE TRASH MATERIALS

TRASH

ITEMS THAT CAN'T BE RECYCLED OR COMPOSTED



Plastic Bags



Coated Paper Items

(Items with a plastic lining such as waxed coffee or soda cups, & waxed paper plates)



Disposable Items

(Styrofoam™, napkins, paper towels, tissues, plastic utensils, condiment packets, straws, stirrers, & coffee pods)



Dirty Recycling or Liquids



Plastic Wrap, Films or Tarps

(Food bags or wrappers, plastic wrap, shrink wrap, & tarps)



Dishes or Baking Glass

THINK BEFORE YOU TOSS!

casella

ESTABLISHED 1973

ACCEPTABLE RECYCLING MATERIALS

RECYCLING

TOSS ONLY THE ITEMS LISTED BELOW INTO YOUR RECYCLING BIN

CARDBOARD/PAPER



Cardboard & Boxboard
(Clean & dry)



Junk Mail, Periodicals, & Office Paper
(Paper bags, envelopes, & catalogs)

PLASTIC



Plastic Bottles, Jugs, Tubs, & Lids
(Empty kitchen, laundry, & bath containers & clamshells)

METAL



Aluminum & Steel Cans
(Foil & empty food & beverage cans)

GLASS



Glass Bottles & Jars
(Empty food & beverage bottles & jars)

REMEMBER TO RECYCLE BETTER!

✓ No items smaller than 2" in size

✓ All containers are empty, rinsed, & dry

✓ Cardboard is flattened & broken down

✓ There are NO items from the **NOT ACCEPTED** list in the recycling bin



ESTABLISHED 1975

UNACCEPTABLE FOR RECYCLING



KEEP THESE ITEMS OUT OF ZERO-SORT® RECYCLING



PLASTIC BAGS
DON'T BELONG



BAGGED RECYCLABLES
DON'T BELONG



CLOTHING/ TEXTILES
DON'T BELONG



FOOD WASTE/ LIQUIDS
DON'T BELONG



TANGLERS
DON'T BELONG



SCRAP METAL ITEMS
DON'T BELONG



BATTERIES OF ANY KIND
DON'T BELONG



ELECTRONIC WASTE ITEMS
DON'T BELONG



NO Medical Waste
(Rubber gloves, sharps, pills, etc.)



NO Plastic Wrap, Films, or Tarps
(Food bags or wrappers, plastic wrap, shrink wrap, or tarps)



NO Hazardous Materials or Explosives
(Find safe and secure disposal near you)



NO Wood, Waste, or Tires
(Wood, diapers, human/pet or yard waste, or rubber)



NO Toys, Hangers, or Shoes
(Donate gently used items)



NO Disposable Items
(Styrofoam®, napkins, paper towels, tissues, plastic utensils, dirty recycling, register tape, condiment packets, straws, stirrers, & coffee pods)



NO Coated Paper Items
(Items with a plastic lining such as waxed coffee or soda cups, & waxed paper plates)



NO Ceramics or Baking Glass
(Donate gently used items)

MORE INFORMATION

[View the Trash
Holiday Schedule](#)



Download the
MyConcordNH
mobile app for
alerts and to
report a concern:



Trash Holidays

Trash and recycling collection are postponed on designated holidays. Collection is delayed by one day throughout the entire week following an observed holiday.

Trash Delays

Trash and recycling collection may be postponed due to weather. Sign up for the trash and recycling news flash category in Notify Me on the City website to receive text and email notifications, or download the MyConcordNH mobile app for push notifications.

Report a Concern (SeeClickFix)

Use the City of Concord website or the MyConcordNH mobile app to report a concern or submit a request to the City of Concord and Casella:

- Missed Collection
- Damaged Carts
- Cart Replacements
- Cart Size Accommodations

Contact Us

If you have any questions or concerns, please contact us. We are here to help! We appreciate your patience as we adapt to these new changes,

Concord General Services
603-228-2737
generalservices@concordnh.gov
www.concordnh.gov/generalservices