

Town of Boxford
Automated Trash and Recycling Curbside Collection Program
Frequently Asked Questions (FAQs)

Q: Why automated collection?

A: Automated collection services use a single, one-person vehicle with a mechanical arm to empty Town provided wheeled trash and recycling carts and returns them to their original curbside position. This system is not only more efficient, but the reduced need for manpower results in savings for the hauler that are then passed on to the Town (and its residents). This system is also safer for employees.

Q: Why bi-weekly (every other week) recycling?

A: Switching to bi-weekly recycling results in significant savings to the Town without significantly compromising the quality of the service provided. In the Fall 2023 survey, a majority of respondents were in favor of switching to bi-weekly recycling, if it resulted in savings to the Town. Large 95-gallon recycling containers should be able to store two weeks' worth of recycling for the average household and, if necessary, excess recycling can be disposed of at the Town's Recycling Center (7 Spofford Road).

Q: Why are we getting rid of the sticker system?

A: While the sticker system works well for the Town's current manual collection system, it is not feasible to maintain it with an automated collection system, as employees no longer need to leave their truck to collect trash and recycling using a mechanical arm. The new user fee system will still maintain this source of revenue (which pays for a significant portion of the cost of the service, in addition to "general fund" revenues), but will only require one annual payment instead of multiple payments to purchase trash stickers at varying intervals.

Q: What if one 65-gallon trash container and one 95-gallon recycling container (for every other week collection) is not enough for my household?

Households are able to request up to two additional 65-gallon trash containers and one additional 95-gallon recycling container, though doing so comes with an additional fee: \$175 annual fee for each additional 65-gallon trash container (maximum of two) and \$85 one-time fee for an additional 95-gallon recycling container (maximum of one).

Q: What if a 65-gallon trash container works for my household on most weeks, but on occasion (e.g., for holiday parties or birthday parties) I have more trash than will fit in a 65-gallon container?

A: If you are concerned about needing more space than a 65-gallon trash container will provide, but you do not want to pay the *additional* \$175 annual fee to request a second 65-gallon trash container, you can purchase maroon Town-issued, 33-gallon “overflow” bags from Town hall. These bags are \$6 each and must be purchased in quantities of five. You are allowed to put one overflow bag alongside your 65-gallon trash container for collection each week.

Q: What if I have excess recycling, but I do not want to pay \$85 to request an additional recycling container, since my having excess recycling is a rare occurrence?

A: Excess recycling can be dropped off at the Town’s Recycling Center at 7 Spofford Road. Cardboard can be recycled for free, but other recyclables may be subject to a small fee.

Q: Will my collection days change?

A: For the large majority of the Town, collection days will not change for trash or recycling (though recycling will be every other week). If your collection day is going to change, G. Mello will contact you directly through both a mailer and phone call to inform you of the change.

Q: Will my trash or recycling cart be collected if the cover is open?

A: No. Carts with open covers due to overflowing trash or recycling will not be collected.

Q: What if I have an item that will not fit into my trash cart?

A: Bulk items can be separately collected upon appointment with G. Mello. You will need to pay for the collection of this item, which can range from \$20 - \$100, depending on the item. A list of bulk items that can be collected curbside and the collection cost for each item will be available on the Town’s website.

Q: Can I use another container besides the Town issued carts for trash and recycling?

A: No. You must use the Town-issued carts.

Q: If my driveway is steep or long and I feel it is too difficult to wheel my cart down my driveway every week, what do I do?

A: The carts have large wheels, and are designed for weight distribution that makes it easier to transport than the carts found at the box stores. Additionally, carts could be left closer to the street, instead of transporting them back to your house.

Q: How will the carts be handled if I live on a common driveway?

A: If your mail box is located on the common driveway, then the carts will be picked up on that common driveway. If all mail boxes are grouped at the end of the common driveway, then the collection carts will all be picked up at the end (one location) of the driveway.

Q: What if my cart is broken?

A: If your cart is broken by G. Mello, they will pay the cost to replace your Town-owned cart. If the cart is broken by your own action, you must pay the Town the cost of a replacement cart, which is \$60/cart.

Q: What if I sell my home, do I take my carts with me?

A: No. Town-issued carts are to remain at the household in which they were delivered. Each cart is scanned and linked to the address it was delivered to. Carts are the property of the Town of Boxford.

Q: Can I opt out of the automated curbside collection?

A: We believe that the Townwide automated curbside collection service provides the best value for residents. However, a household (at their own expense) can arrange for a private hauler to collect their household trash. **If you would like to opt out of the program, you must proactively reach out to the Town to indicate this by early June using this link: <https://forms.gle/kqehDJA9ABhvGtgz5>.**