Solid Waste Advisory Committee Meeting

3/3/26
4:30 PM

Members:

Chair: Councilor Brent Todd	☑
Councilor Mark Davie	☑
Councilor Aislinn Kalob	☑
Councilor Judith Kurtz	☑
Councilor Jim Schlosser	☐
Councilor Kris Schultz	☐
Eric Steinhauser	☑
Reagan Bissonnette	☑
Carol Foss	☑
Linda Zollo	☑
Taylor Hall	☑

Staff:

Jeff Hoadley –General Services Director

Marco Philippon –General Services Deputy Director

Adam Clark – Administration Division Manager

At 4:32 PM, Chairman Todd called the meeting to order with a quorum confirmed present. He started the meeting with the first agenda item, being that of approval of the last SWAC meeting's minutes. Councilor Judith Kurtz made a motion to approve which was seconded by Member Linda Zollo. The motion to approve passed unanimously.

Before moving on the rest of the agenda, Chairman Todd picked up on an announcement he has made at the last meeting, which was an open invitation to committee members and Councilors to attend a tour of the Win-Waste incinerator in Penacook, NH. Chairman Todd spoke about having received an invitation and he was helping to coordinate such an excursion. He would also make an announcement at the coming City Council meeting. Please get in touch with Chairman Todd for more information.

With that Chairman Todd turned the floor over to staff member Adam Clark. Mr. Clark began noting that this off-schedule meeting was intended to be more discussion based than typical. He harkened back to the previous meeting where the topic of Pay-As-You-Throw compliance and enforcement was discussed. As the committee knows, the plan is to engage with a third-party vendor to monitor PAYT compliance with camera software mounted to the hopper of the pilot collection truck. Images from the cameras will then be monitored and flagged for incidences of non-compliance.

Mr. Clark wanted to share two points at the outset of the discussion. Over the course of the past month, in a few meetings with the vendor, he noted that if they were present today they would share two things;

- The system itself must go through what it calls "systems learning", that is a phase whereby the system will learn what it is seeing, purple vs non-purple bags, an exercise of its GPS capabilities, and various other things that make the system perform optimally.
- He also noted that establishing a baseline data collection phase is important to help determine the effectiveness of outreach and enforcement efforts which can be graduated.

With those items, he noted that in front of the committee they have a document capturing traditional curbside collection rules, with an addendum capturing automated curbside collection rules. At the end of that section, which memorializes many of the things that the committee has discussed over the previous months, is a compliance statement underscoring the reasoning and tactics that may be used to ensure compliance and therefore preserve PAYT.

Chairman Todd picked up on this thread, recalling that ultimately the efforts involved here are to preserve PAYT as it has been found to be effective at both minimizing solid waste disposal costs in the City while establishing a revenue stream to help pay for services outside of general taxation. Chairman Todd then asked Staff to what degree would they need the following; first a recommendation from the committee on proceeding with the PAYT compliance program and also, guidance on enforcement measures. Staff responded certainly a recommendation is helpful as the budget process is upon us and enforcement measures are a continuum, which can be discussed this evening.

With that conversation commenced around establishing baseline data collection. The expectation is that PAYT bag use is the current policy and residents should continue to use PAYT. If Staff finds that bags are not used at a particular parcel or address, enforcement may need to be graduated from a reminder outreach item, to possible eventual fining.

Mr. Clark reminded the committee that the City leverages at the parcel level and therefore any possible future fines would go to the property owner.

Councilor Kurtz asked if carts are assigned at the unit or parcel level to which Mr. Clark responded at the parcel level. He noted, in an ideal world it would be unit, but the City has no way of policing that, further the number of units and numbers of carts won't always align, making that impossible.

Conversation turned to the logistics of fines being established. There is an April/May sequence with which the City approves fines at the Council level. The committee may seek this timeline or another, depending on feedback and data.

Member Eric Steinhauser noted that he found preserving PAYT important and therefore felt it important to recommend compliance monitoring. He also noted that with fines on the book, enforcement can commence and that the protocol that is followed could allow for some level of waiver.

Mr. Clark noted it's important that the system be fair and equitable regardless of protocol to which all agreed.

Member Reagan Bissonnette indicated she loved the idea of gathering data which will best inform enforcement efforts. She also noted that there may be a difference that comes from finding repeat violations as to incidental and intentional non-compliance. Ms. Bissonnette also noted that UNH or various other schools or organizations may have interest in a boots on the ground type arrangement where they survey carts periodically.

Director Jeff Hoadley spoke to his mutual desire for good data. He indicated the monitoring effort is going to provide that opportunity and outreach and enforcement efforts will be best informed by that. If the data suggests, it may also inform future conversations as to the future of PAYT.

Councilor Aislinn Kalob noted that the landlord-tenant situation is very difficult, asking if communications can go to residents as well as the property owner.

Chairman Todd reminded the committee that the transition to automated collection is not unique to Concord. Mr. Clark echoed this sharing that he had a phone call on Monday with the City of Somersworth who is navigating the same things. He also expressed gratitude that the City has the pilot phase, there is much to learn on both the logistical and roll out fronts, as well as from a PAYT perspective. He didn't believe Somersworth will have that opportunity.

A member of the public, Ron Rayner, spoke to the committee at this point, thinking the conversation was excellent and many good ideas were shared. He emphasized remaining flexible and that data will best inform the path forward.

Following more discussion on the continuum of enforcement and discussion that the compliance statement on the rules shall include both potential fines and discontinuation of service as possible enforcement methods, Chairman Todd asked for a motion to recommend that Staff proceed with recommending to the City Manager that a FY27 PCR be approved to fund monitoring and outreach efforts to support PAYT compliance. Member Bissonnette made a motion, seconded by Member Zollo. The motion passed unanimously.

On the matter of the rules document, with the additions noted, it was also recommended that Staff file the rules as a consent item on a future Council agenda to help get the word out.

With that, the committee was adjourned at 5:55 PM following a motion made by Member Steinhauser and seconded by Councilor Kurtz.

CITY OF CONCORD
New Hampshire's Main Street™
General Services Department

Residential Curbside Collection Rates, Terms and Rules

(Subject to Change)

Rates:

PAYT Bag Size	Price per Bag
15 Gallon	$1.60
30 Gallon	$3.20

Terms:

The City of Concord has established a Pay-As-You-Throw program for residential curbside collection of solid waste. All resident-placed curbside trash that is to be collected by the City-contracted collection vendor MUST be in Concord-authorized PAYT bags. The PAYT bag rates as identified above are authorized by City Council. Recyclables, as identified in the rules below, are to be collected free of charge.

Rules:

1) Curbside collection is intended for residential properties of 7 or fewer units. Arrangements may be made with the Director of General Services if logistical site challenges prevent the use of a container at larger multi-family buildings.
2) Trash and recycling collections are to be performed City-wide once per week. Established route maps are available at the General Services Department.
3) Participation in the recycling program requires participation in the trash program.
4) Collections are to occur between 7:00 AM and 5:00 PM. Delays due to vehicle breakdowns, weather or logistical challenges may occur. In the event of a delay, collection activities will resume as quickly as possible under guidance by the Director of General Services or designee.
5) Trash and recycling must be curbside not later than 7:00 AM on the scheduled day of collection.
6) Recycling shall not be contained in plastic bags.
7) Cardboard boxes shall be flattened for collection.
8) Trash and recycling set out for collection must be placed readily accessible in the City of Concord right-of-way.
9) Receptacles must not be at the curb more than 24 hours prior to, or after, collection.
10) Receptacles used shall be of sufficient quality and sturdiness to perform the function as intended. Containers shall be sturdy with handles of good quality and cleaned and disinfected frequently.
11) PAYT Bags are designed to be of sufficient quality so as to hold 10 lbs. in a small, 15-gallon bag and 20 lbs. in a large, 30-gallon bag.

12) PAYT Bags shall be tightly sealed as to prevent liquid or waste from spilling out.
13) Only household trash shall be placed curbside. The contractor WILL NOT pick up medical, biological, or infectious waste, construction or demolition debris, furniture, mattresses, tires, bulky items, or appliances. Additionally, the contractor will not pickup any items listed in the prohibited items section of the Solid Waste Ordinance.
14) In the event that a collection is missed, residents should call the General Services Department at 603-228-2737 or report a concern on the City website at www.ConcordNH.gov/seeclickfix or the MyConcordNH mobile app.
15) Uncontained or unacceptable wastes left in the City right-of-way will be stickered by General Services' personnel or the collection contractor. Time, including at least one weekend, will be given for the resident to remove the item(s) from the curb. If the materials remain curbside, a letter will be sent to the property owner informing them of the issue. Barring action to remove the materials after at least one subsequent weekend, General Services will refer the matter to Code Enforcement.
16) Curbside collections of various other items including, but not limited to, leaves and Christmas trees may be undertaken as budgets permit.
17) Recyclables accepted under the City of Concord curbside recycling program include the following;
    1. Plastic bottles and containers, numbered #1-#7
    2. Mixed paper, including office paper, junk mail, newsprint, chipboard, often referred to as any paper that rips
    3. Corrugated cardboard
    4. Steel cans
    5. Aluminum cans
    6. Glass bottles and containers

    Items not listed above may be stickered and noted as unacceptable. Residents attempting to include unacceptable materials in the recycling stream risk having the recyclables left curbside in which case the process for unacceptable materials noted above will commence. Materials accepted may be adjusted or broadened.
18) There are six Trash Holidays on which there are no collections. These are;
    1. New Year's Day
    2. Memorial Day
    3. July 4th
    4. Labor Day
    5. Thanksgiving Day
    6. Christmas Day

    When a regular collection day is missed because of a Trash Holiday, the collection for the remainder of the week is delayed by one day (Monday – Saturday). For example, a Monday holiday will affect the week's schedule as follows; Monday's route will be picked up on Tuesday. Tuesday's route will be picked up on Wednesday. Wednesday's route will be picked up on Thursday. Thursday's route will be picked up on Friday. Friday's route will be picked up on Saturday. Whenever such adjustments in the schedule occur, notices will be placed in the Concord Monitor and on the City of Concord Webpage at www.ConcordNH.gov/SolidWaste.
19) The Administrator is empowered to modify these rules to accomplish the goals set out in the Solid Waste Ordinance.

Automated Curbside Collection Rules

The City of Concord, NH will be undertaking a pilot automated collection program begin the week of June 29th, 2026. This pilot program will include one truck route on each collection day. As part of this program, residents will be provided carts for trash and recycling collection. These carts must be used by residents for curbside collection. Pilot route info can be found at www.concordnh.gov/automatedcollection . The above rules remain in place for this program in addition to what is listed below. A full, City-Wide, transition to automated collection will begin in July 2028.

1) Bins collected on the pilot route must be the standard carts provided by Casella Waste. Personal containers will not be collected.
2) Participation in curbside collection is not required.
3) Standard container sizes are 65 gallons for trash and 95 gallons for recycling.
4) Size adjustments for containers may be made based on ADA or other accommodations, senior citizen status (65+) and large households (5+), dependent on availability and funding.
5) All materials (both trash and recycling) must be contained within the provided containers for collection.
6) Pay-As-You-Throw (PAYT) trash bags are required to be used in the trash cart. Compliance will be monitored and enforced.
7) Carts must be placed curbside in accordance with these guidelines. Attention should be paid to overhead wires and obstacles.
8) Carts shall remain with and be used by the property/parcel to which they are issued.
9) Carts remain the property of Casella Waste.
10) Residents shall notify the General Services Department of any damage to the container or required replacements on the City website at www.ConcordNH.gov/seeclickfix or the MyConcordNH mobile app.
11) Residents shall not alter, obstruct or otherwise manipulate the serial number on the carts. Serial numbers are used to identify which cart is associated with which property.
12) Residents shall not permanently mark carts with the address with paint or any other permanent marker. Stickers are ok.
13) 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.
14) Private Roads
    - Residents on private roads that previously received curbside collection will continue to receive curbside collection (provided conditions continue to allow)
    - Residents on private roads that previously brought their solid waste to a public (City or State) right of way, may continue to do so.
    - Residents on private roads that previously did not receive curbside collection will continue to not receive curbside collection
15) Additional Bins – Upon commencement of the pilot, GSD will accept requests for additional carts.

Compliance Statement

The City of Concord, NH uses a Pay-As-You-Throw trash bag system to manage the costs associated with its residential curbside collection program. The effects are two-fold; first, trash volumes are incentivized to be kept low and secondly, revenue generated from the program helps fund solid waste services. In the City's coming transition to automated collection the City will continue to require PAYT trash bags for collection on the pilot routes. Participation will be monitored by on board cameras and enforcement may include notification and outreach to residents and property owners found to be non-compliant. PAYT enforcement protocols are subject to change and may include fines or discontinuation of service.

Minutes prepared by Adam Clark.