Solid Waste Advisory Committee Meeting

4/28/26
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	☑

Guests:

Michael Paine – Belmont Region Manager – Casella

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. He welcomed the group and thanked everyone for coming on such a beautiful day. The first order of business was approval of the minutes from the last SWAC meeting held on March 3rd, 2026. With a typo identified and corrected by Member Carol Foss, the minutes past unanimously.

With that, Chairman Todd turned the floor over to Staff Member Adam Clark. Mr. Clark began his presentation for the evening, sharing that he anticipated covering a breadth of topics all related to automated collection program planning in an informational fashion. He shared that in his view, the kickoff is just around the corner with dwindling working days left before the pilot begins.

Of the topics to be covered tonight, some would be new and some restated so members of the public can find as much information as possible in one place. He asked that committee members ask questions and seek clarification as he goes along.

Stops/Cart Order/GIS Project

Mr. Clark noted that the GIS project's pilot phase has been completed. The City has identified 3,575 carts to be ordered. This is what would be referred to as the stop count. It's not exactly equal to the number of parcels served because of some multifamily homes and the maximum number of carts delivered to multifamily properties but it does represent a good count.

When placing the order, there will be an overage amount of 5% added to that number to help satisfy future cart size adjustment requests, new services or extra cart requests.

The cart vendor for the project has been identified as Rehrig. Rehrig produces quality carts and have manufactured the City's recycling bins for years. Working with an experienced vendor will be valuable.

Alternative Size Requests

The City received 583 alternative size requests during the "alternative size request window" which ended March 31st 2026. Takeaways were that it was very closely tied for upsize and downsize requests which Mr. Clark found interesting. A few folks had opted out of collection, most often because they have dumpsters for at home businesses. It was asked if it was known why upsize requests were made and in conversations, MR. Clark had gathered that it was often multigenerational homes making the requests or home with young children.

Bulk Stops

Bulk stop planning progress was discussed. All bulk stop properties had been personally visited by Mr. Clark. There were a handful of homeowners he was unable to connect with but he left his information and will order carts on their behalf to satisfy them whenever they are able to connect. Of the ones he had not connected with, they are largely seasonal homes.

One site is looking to establish a community dumpster location to serve residents who would like to opt out of curbside service.

Bulk stop containers will be personally delivered by Adam Clark and Michael Paine from Casella to help assist in labeling.

One Ways and Backdowns

This situation which arises when the "right handed" truck comes to a home on the left hand side of a one way or backdown street. Cart placement here will necessarily have to be on the opposite side of

the street. Mr. Paine will be communicating with the 56 properties that have been identified as being affected by this. The question was asked if this represented 56 of the total 3,575 stop on the pilot which is correct.
This issue is present on the pilot in much smaller numbers than will be on the City-wide transistion. This will require more work.

Compliance/Enforcement

The camera from Prairie Robotics funded in the FY26 budget has been ordered. With the truck scheduled to arrive to Casella in the next few weeks, an anticipated installation won the truck will be pending. Mr. Clark has been meeting with PR to navigate GIS inputs and outreach materials the system will feed into.

A PCR for funding of the monitoring and outreach has been sought by the Department.

He then reviewed the timeline on systems learning and data collection as discussed at the previous SWAC meeting.

Delivery Info

At this point Mr. Clark started sharing the details he had on cart delivery. Cart delivery is schedule to occur the week of 6/15. A subcontractor, Waste Support Systems has been selected by Casella for assembly and distribution. Mr. Clark had met with the owner the previous week and felt it was a good fit. WSS was experienced working with both Casella and Rehrig. They operate in both the New England market as well as the south.

Bins will include “on-cart materials” for residents to look over. Final versions of these will be shared via email.

The City is in the process of identifying a staging area that will fit the project. Ideally it would be secure which would allow for early delivery of the carts which would make delivery to the residents more seamless. Delivery will occur form Monday to Friday generally.

One thing of note is that those homes that have 35-gallon bins will be delivered out of order from those with default sizing.

Another important note is that the delivery team is physically unable to swap out container sizes upon delivery. This is because the upon delivery, an incorrect size will not scan and it must match what is on the order.

Should a resident seek an alternative size, they would have two options; accept the cart or refuse delivery. In either case they would then contact the City with their preference for containers and provided they meet the criteria, the City would seek to satisfy the request based on availability and funding on a first come, first served basis. It is recommended that residents accept carts upon delivery so they have bins to use in the meantime.

Delivery will occur to the “relative location of service” meaning roughly where the cart should be placed for collection.

Lastly, Mr. Clark noted that despite all of the Staff's best efforts, those whom have done this before know some errors will occur regardless. Mr. Clark will seek to address these issues as best and as quickly as he can upon delivery. Please reach out to him.

Old Bin Collection Info

Following bin delivery, the week of 6/15, Casella will be running a dedicated truck for collecting bins that residents no longer want or need.

Residents should attach a piece of paper to unwanted bins that is 8.5 x11 inches in size with the word "TAKE" written on it.

Should residents miss that week of collection, roll-off dumpsters will be available for bin disposal at the Transfer Station (77 Old Turnpike Road) and at the COMF (311 North State St.) through the month of July.

Beyond July, bins may be taken to the Transfer Station but disposal fees will apply.

"Kickoff!"

Mr. Clark had in previous meetings shared that Casella will have Staff driving ahead of the truck when the pilot program officially starts the week of 6/29 to ensure bins are in proper locations. It was asked for how many weeks would this continue to which Michael Paine replied that the typically run for four weeks.

In the event that a cart is not in a acceptable location for collection, Casella Staff will move the bin to a proper location, collect the bin, place the bin back down in that location and place a sticker on the bin, noting that the bin should be placed in that spot going forward.

Extra Cart Protocol

Mr. Clark shared that they have received approximately 40 requests or inquiries about extra bins. Some of these folks stated they would absolutely need one, while others stated they would be interested depending on what criteria were set (ex. Cost). Given this, Mr. Clark is hoping to satisfy these requests as the pilot is kicking off, at least as close to the beginning as possible.

Based on a review of other municipalities, it has been found that oftentimes a charge is established matching the price of an extra bin to the cost borne by the City for that bin. Generally, the group found this to be reasonable.

Discussion ensued regarding how the "extra bin program" would work however in that the bin, while in the possession of a homeowner or tenant does remain the property of the City/Casella. Thus, it makes sense then to charge for extra carts because the contract only allows for one set of bins per stop, but that fee paid by the requesting homeowner is not a "purchase" rather it is a one-time rental fee covering the cost of the unit. Director Hoadley described this as not being all that dissimilar to a temporary meter renal in the water utility.

Staff would work with the Legal Department in establishing the parameters.

SeeClickFix

Mr. Clark shared that four new categories would be available within the SeeClickFix module and within the MyConcordNH app. This would be for cart size adjustments, extra cart requests, broken/damaged bins and new locations and replacements.

Many on the committee were familiar with the program and the Department relies on the system regularly for customer/resident requests.

With that, Mr. Clark concluded his presentation on the planning aspects of the transition to automated collection. Many committee members thanked Staff for their planning efforts, noting that they appreciate the work that will be involved in the rollout which is coming soon.

On that note, Mr. Clark briefly highlighted Program Change Requests the Department has submitted for the Solid Waste Fund as a part of the FY27 budget preparation. These include;

- The costs associated with the monitoring and outreach for PAYT bag compliance. This is an estimate but important to recognize those costs.
- Funding to establish a food waste drop-off similar to other communities at the Concord Transfer Station
- A site inspection and evaluation report for the NH Department of Environmental Services on the Old Suncook Landfill
- An increase in the costs of City-provided dumpster service to align it in the next fiscal year with the contract price that those services cost
- Both revenue and expense lines to capture the Solid Waste Disposal Surcharge which the City must pay and which is then reimbursed.

Committee Member Reagan Bissonnette provided a brief overview on the mechanics of the surcharge itself.

In his last prepared slide, Mr. Clark laid out a proposed schedule for communications and future meetings. Recognizing that budget deliberations would begin soon as well as the roll out, meeting will be TBD through the summer if one is needed. A regular schedule should begin in October when data is available for review from the pilot.

Councilor Todd thanked Staff for the presentation, reiterating that if Staff needs a meeting at any time, please do not hesitate to reach out. The committee generally agreed the schedule makes sense.

As a matter of other business, Mr. Clark also shared that he met with a salesman recently whom had shared samples of a strap that can be affixed to cart lids to keep small pests and the wind from opening the lid. He indicated that he would look into bulk pricing and in the meantime share the Amazon link with the committee.

With that, Chairman Todd sought a motion to adjourn which was made by Member Bissonnette and seconded by Councilor Jim Schlosser and the meeting was adjourned at 5:29 PM.

SWAC Meeting

APRIL 28TH, 2026

Agenda:

- Automated Collection Pilot Progress Report
  - Stops/Cart Order/GIS Project
  - Alternative Size Requests
  - Bulk Stops
  - One-Ways/Backdowns
  - Compliance/Enforcement
  - Delivery Info
  - Old Bin Collection Info
  - Kickoff
  - Extra Cart Protocol
  - SeeClickFix
  - Things to Keep an Eye On
- FY2027 Updates
  - PCRs
- Other Business

Stops/Cart Order/GIS Project

- Cart Manufacturer: Rehrig
- Stops/Cart Order: 3,575
- Overage: ~5%
  - These will be used to satisfy pending alternative size requests/new services/extra cart requests

Alternative Size Requests

- Total Requests: 583
- Upsize:161 Trash
- Downsize:188 Trash/220 Recycling
- Opt-out: 4 Trash/10 Recycling

Bulk Stops

- Bulk stop planning has gone as expected.
- Site visits to the various stops and impacted residents have occurred through March and April.
- Smaller sized cart options have been well received. Lines of communication are well established as we kick-off the pilot.
- One affected stop is planning on establishing a community dumpster location.
- There are a handful of properties that I have been unable to make contact with. In those cases I have bins on order for them and will seek to connect ASAP upon request. These are largely seasonal properties.
- We are planning on being present during delivery to assist in labeling of containers (bulk stops only)

One-Ways/Backdowns

- One-Ways and Backdowns are challenging due to the "right-handed" nature of the collection truck.
- 56 affected stops have been identified
- Casella will conduct site visits to in late April/May in an effort to find solutions

Compliance/Enforcement

- Camera PO Issued
- Anticipated Arrival: Week of 6/8
- Dashboard Training Dates: TBD
- Monitoring and Outreach PCR included in FY2027 Budget
- Systems Learning: Weeks of 6/29 and 7/6
- Data Gathering: 7/13 through 9/18

Delivery Info

- Cart Delivery Subcontractor: Waste Support Systems
- Anticipated Cart Delivery Date: Week of 6/15
- Staging Areas: TBD
- Delivery will occur generally in route order (Monday to Friday)
- Outreach materials will be included with the carts
- Addresses that have 35 gallon containers may be received out of order
- Delivery will occur to the "Relative Location of Service"
- NO ADJUSTMENTS UPON DELIVERY
  - Residents can accept or refuse the delivery of the assigned carts only.
  - Requests for adjustments should be requested through the City and will be satisfied in the order received, based on availability and funding
- Any "Oops!"? – Call me!
- Adam Clark: 603-230-3912

Old Bin Collection Info

Curbside "Old Bin Collection"

- Week of 6/22/2026
- Any Trash or Recycling Bin
- In concert with regular collection
- Please tape an 8.5 x 11 inch piece of paper with the word "TAKE" written in large letter on it to the old bin

Roll off for Dropoff through the month of July

- Transfer Station
- COMF

Transfer Station for Disposal after the month of July

- Fees will apply

Kickoff

- Pilot Begins: Week of 6/29
- Casella Staff ahead of the collection vehicle verifying placement locations
- Casella Staff may place a sticker on the cart indicating that the cart should be placed in a different location for collection the following week



Extra Cart Protocol

- As expected we have received a number of requests for extra carts which we have captured
- ~40 Requests Received
- Given this, the plan is to seek to satisfy these requests as the pilot kicks off
- It is proposed that these carts are available to residents at cost
- One Time Cost
- Costs:
  - 35 Gallon: $75/each
  - 65 Gallon: $95/each
  - 95 Gallon: $110/each

SeeClickFix

- http://www.concordnh.gov/seeclickfix
- MyConcordNH Mobile App
- New Categories:
  - Cart Size Adjustment Requests
  - Extra Cart Requests
  - Broken/Damaged Bin Requests
  - New Service Location/Replacement Cart Request

FY27 Updates: PCRs

- PAYT Compliance Monitoring and Outreach Costs
- Establish a Food Waste Dropoff Collection at the Concord Transfer Station
- Site Inspection and Evaluation for Old Suncook Landfill
- Dumpster Rate Increase
- Solid Waste Disposal Surcharge
- Solid Waste Disposal Surcharge Reimbursement

Upcoming/Other Business:

- Via Email:
  - On-bin Materials
  - Outreach Materials
- Summer Meetings: TBD
- October 6th 2026: SWAC
  - Progress Report
  - Data



Minutes prepared by Adam Clark.