

CHANGING OUR TRASH COLLECTION MINDSET

■ KRISTI FELOUZIS, GENERAL MANAGER

On a cold and rainy December morning I connected with our trash contract representative, and we followed several team members as they completed their trash and recycling routes.

I was especially interested to watch the side load trucks in action. These newer style trucks service the single-family homes and the larger townhouses. They have a larger capacity than the rear load trucks reducing the number of trips to the landfill. They are single operator vehicles, requiring just one team member, a driver, to operate. They are also considered safer as no one is riding outside of the trash truck



Our goal with this article is to provide tips on how our actions in South Riding can contribute to an improvement in our trash service.

Missed Service Notes

- ◆ When it comes to missed service issues, please remember the community of 6,000 homes is serviced through 6:30p on collection days. Substitute or new drivers may run the route differently, maybe your standard driver is on vacation or out sick. Trucks contaminated by things like paint have to be taken out of service and cleaned further delaying the collection.
- ◆ Bag(s) not in a container may be perceived as extra trash and beyond the contract removal scope of 1 container per house per collection day.
- ◆ Solitary bags are harder to see and as staffing continues to be an issue more and more trucks will just have a driver and NO helper (2 eyes less per truck).
- ◆ A bag decimated overnight by pests, like raccoons or vultures, is now a litter issue (resident responsibility) and no longer a trash collection issue.
- ◆ The driver is unsure if it is truly to be collected. Ever heard the story about the family leaving for vacation who left their luggage outside by their trash containers? No joke, it was collected. Yikes!
- ◆ Trash is in the recycling container. They don't jump out of the truck and pop off all the lids to see what's inside.
- ◆ Item(s) are not accepted by the landfill and therefore not collected. Visit southriding.net, Resident Services, Trash and Recycling and see "Resources" for more information on unacceptable materials.
- ◆ Yard debris collection is very important in South Riding but if resources have to be reallocated to trash, this becomes a lower priority. 50% of the community participates in yard debris collection, 100% participation in trash collection.
- ◆ If your service is routinely missed, please contact townhall@southriding.net for our assistance in remedying the matter.

Bulk or Special Pick Ups

We often hear frustrations with the current \$85 fee for bulk trash collection. This was part of the last contract renewal and a result of fee increases at the landfill. One, 1, mattress collected for \$85 in South Riding, costs \$150 to dispose at the landfill!

Tips

- ◆ What can we in SR do to help improve our trash collection service thereby improving quality of life for ourselves and our neighbors?
- ◆ Put the containers as close to the street as possible, please do not block the sidewalk.
- ◆ Place the containers with 'wheels facing toward your house', this helps avoid catching debris on the lid and having it fall into the street.
- ◆ Use the free containers provided, need one, contact southriding@republicservices.com and submit your request.
- ◆ You only put out one bag per collection and you've done it this way for over 20 years... Ask your neighbor if you can put the bag in their container, adapt and start using a container or expect hit or miss service.
- ◆ Do not put cans of wet paint in your trash. Visit southriding.net, Resident Services, Trash and
- ◆ Recycling and see "Disposal of Paint" for proper disposal tips.
- ◆ Do not bag your recycling, place it loose in the container for single stream collection (sorting not needed).
- ◆ Do not leave room for doubt, is it trash or not, remember the luggage story from above.

Additional information and resources can be found on our website, visit southriding.net, Resident Services, Trash and Recycling.

Lastly, please join us the week of June 17th for National Waste and Recycling Workers week in honoring our hard-working service providers.