

CHANGES TO THE CURBSIDE RESIDENTIAL COLLECTION OF GARBAGE AND RECYCLING

STARTING JULY 1, 2023

Frequently asked Questions

1. What are the changes to the residential curbside collection process?
 - Effective July 1, 2023, the town will be switching from the current manual curbside collection to an automated curbside collection process for the collection of trash and single stream “no-sort” recycling.
2. What is automated collection?
 - Automated collection is the collection of trash and recycling by means of vehicles equipped with a mechanical arm mechanism that can pick up specially designed carts with no direct assistance from a human collector.
3. Are there changes to the collection schedule?
 - No, the collection schedule will remain the same.
4. Do I still need to separate my garbage and recycling?
 - Yes, the recycling still needs to be separated from the garbage. However, the recycling will now become a single stream “no sort” process, meaning all accepted recyclable materials can be mixed together in the same recycling bin.
5. What is Single Stream “No-Sort” recycling?
 - A collection process of recycling that allows for all acceptable recyclable materials to be placed in the same recycling cart rather than separated.
6. Why are we getting new garbage and recycling carts?
 - The new Carts are specially designed to work with the automated curbside collection trucks.
7. When are we getting the new carts?
 - New Carts will be distributed to residents starting June 12 and completed before July 1, 2023.
8. How many carts are provided to each residence?
 - The town will provide each eligible residence with one dark grey trash cart and one blue recycling cart.
9. Can I purchase additional carts?
 - Currently, the town is working with the new hauler to determine carts that residents will be able to purchase if additional carts for trash and/or recycling are needed.
10. When do I start using the new carts?
 - After July 1, 2023, all residents MUST use the new carts provided by the town to continue to receive curbside collection.

11. Can I use the new carts before July 1, 2023?
 - No, the new carts are designed for the automated trucks, not for manual pick up. They will be too heavy when full for the current contractor to empty. Any new carts placed at the curb before July 1, will not be emptied.
12. How do I get the new carts? Do I need to order them?
 - Each eligible residence will automatically receive two new 95 gallon carts (one for trash and one for recycling) between June 13 and July 1. **The new carts will be delivered directly to your residence.**
13. What happens if I don't receive my new carts?

If you have not received the carts by July 1, please contact The Sustainability and Compliance Office. 203-315-0637 or Email: Sustainability@branford-ct.gov
14. What is considered an eligible residence for the new carts?
 - Eligible Residences are households currently receiving curbside collection of trash and recycling services provided by the town.
15. Is there a cost for the new carts?
 - No, each eligible residence will receive one specially designed trash cart and one specially designed recycling cart at no cost.
16. How big are the new carts?
 - The new garbage and recycling carts are 95 or 65 gallons each.
95 Gallon – Holds approx. ten 13 gal. trash bags. Dimensions: H 43.5" W 29.2"D 33.3"
65 Gallon – Holds approx. six 13 gal. trash bags. Dimensions: H 43.09" W 26.78" D 26.87"
17. Do the new carts have wheels?
 - Yes, the new carts feature large wheels making them maneuverable and easy to roll by simply tipping the cart on the wheels.
18. Do the carts have lids?
 - Yes, the carts have lids that are attached so they won't blow off or get lost.
19. A 96 gallon cart is too large for my household, can I get a smaller one?
 - Yes, all eligible residences will receive a mailer the first week of May that will have directions on how to choose a 65 gallon trash and/or recycling cart if they desire.
20. I am a senior, or someone who cannot maneuver the large cart, can I get a smaller one?
 - Yes, all eligible residences will receive a mailer the first week of May that will have directions on how to choose a 65 gallon trash and/or recycling cart.
21. I live in a multi-unit residence, does each unit get their own carts?

- Yes, each eligible residential unit will receive their own carts.
22. Do I have to bag the garbage before placing it in the trash cart?
- Bags are not necessary, however, if you prefer to use bags that is fine.
23. Should I bag any of the recycling before placing it in the recycling cart?
- No, all recycling material should be placed together loosely in the cart. **Plastic bags should never go in the recycling cart.** Plastic containers should be compressed if possible, and cardboard broken down and flattened.
24. Will my cart be picked up if it is overflowing, if I place a bag on top of the lid, or if I can't close the lid all the way?
- No. Excess material will not be picked up. All material **MUST** be placed within the carts and the lid **MUST** be closed.
25. I didn't get my new carts, what do I do?
- If you do not have the carts by July 1, 2023, reach out to the Sustainability and Compliance Office at 203-315-0637 or email Sustainability@branford-ct.gov.
26. I am a renter and haven't received the new carts, what do I do?
- Reach out to your landlord. If you do not have the carts by July 1, 2023, reach out to the Sustainability and Compliance Office at 203-315-0637 or email Sustainability@branford-ct.gov.
27. I only have a single bag of trash, do I have to put it in the special cart or can I just put it at the curb?
- All trash and recycling **MUST** be placed in the designated carts. The truck will only pick up trash and recycling with the specially designed carts.
28. What happens if I have a party or event and generate more trash and recycling than can fit in the carts?
- As a Branford resident, utilize the Town Transfer Station. See the Tax Collector office at Town Hall on the first floor for transfer station passes.
29. What do I do with the old trash and recycling carts I have now that will no longer be used?
- It is highly recommended that residents keep their current trash containers and recycling bins for other purposes. However, the options for collection, recycling and/or disposal of those plastic and metal containers will be established at a later date.
30. Who do I contact if my cart brakes?
- Starting July 1, 2023, the curbside collection hauler will handle broken cart inquiries.
31. What if my cart(s) were stolen?

- Report the theft to the police and email the Sustainability and Compliance office at Sustainability@branford-ct.gov

32. I am moving can I take the carts with me?

- No, the carts are assigned to the property address not the resident. They should remain on the property.

33. Can I write my name on the carts?

- No, the carts are assigned to the property address not the resident.

34. Why were the cart sizes chosen for 65 and 95 gallon?

- The goal is to increase the amount of recycling ability that the Town of Branford can accommodate and to provide ample amount of cart space for residences trash if needed.

35. Who collects our Curbside MSW and Recycling? And where does it go?

- Starting July 1, 2023, Curbside MSW/ Recycling will be collected by Bozzuto Bros. Refuse Services. The collected material is taken to our transfer station then the MSW is transported to a Waste-to-energy plant and our recycling is taken to a recycling processing facility.