

August, 2007

Dear Resident:

Starting last month, there have been some major changes to how we collect garbage and recycling in Stamford. On behalf of the entire Office of Operations, please accept my apologies for any inconvenience you may have experienced and also my thanks for your efforts to make our programs a success.



City of Stamford
Office of Operations
Dannel P. Malloy, Mayor

The purpose of this letter is to answer some frequently asked questions about the changes that we have already made; about the distribution of City-issued Toter carts for your garbage in the coming weeks; and about our recycling program.

New Solid Waste Program Frequently Asked Questions

Q: Is it true that Stamford no longer provides backyard garbage service?

A: Starting on July 16, 2007, Stamford discontinued its backyard collection program due to budget constraints. Now residents must place garbage and recycling at the curb the night before their collection day.

Q: What about recycling? Did that change too?

A: Yes. To improve our recycling program, we will pick up **both** blue and gray bins every week.

Q: What recycling goes in what bin?

A: We have simplified our rules for putting out the recycling. Now, all paper products, including newspapers, go in the gray bin and all bottles and containers go in the blue bin.

The blue bin can take any glass, metal, or plastic containers with the 1 or 2 recycling symbol. Please rinse containers and throw the caps into the trash.

The gray bin can take newspapers, junk mail, corrugated cardboard, and office paper. Please throw paperboard containers in the garbage (like cereal boxes or other non-corrugated cardboard). If it fits into the bin, there is no need to bundle or tie paper products.

Q: Did my pick-up day change?

A: For a small number of households there has been a change in collection day. You can look up your day on the City website at www.cityofstamford.org or you can call the Solid Waste Department at 977-4117.

Q: What if I can't bring my garbage and recycling to the curb because I am disabled?

A: The City offers hardship service for households that do not have any members who are able to bring the bins to the curb. Simply call the Citizens' Services Center at 977-4140 and leave them your name and address so we can start backyard service for you. It takes at least one week to begin the service from the time you call.

Q: I am disabled and get backyard service. How come it gets picked up at different times than my neighbors?

A: We have a separate crew that carries out backyard service along a special route once per week. It may not get picked up at the same time or even the same day as your neighbors.

Q: Is it true that the City is going to give us new garbage cans?

A: Yes. Starting around September 1 the City will issue a new Toter cart to each household that receives City garbage pick-up. **The new containers will be delivered to your property and placed in the location where we want you to place it for garbage pick-up.** Once you receive the new cart, you must use it for your garbage. Any bulky waste that does not fit in the cart should be brought to the transfer station on Magee Avenue (except old cans, see below). If we do not collect bulky waste that is not in the cart, you must remove it from the curb within 24 hours.

The new carts are designed to be extremely durable, to withstand very hot and very cold weather, and to keep animals out. They will make garbage disposal and collection easier and neater, with less litter and less odor than conventional cans. In addition, they can be emptied into our trucks automatically using a hydraulic device, keeping our workers safer from injuries that can result from lifting heavy garbage cans.

The Toter we are issuing to each household has a capacity of 96 gallons and is designed to hold about 7 kitchen-sized garbage bags. A smaller 64-gallon model that will hold about 5 bags will be available after we have distributed a cart to each home, but we encourage you to try the larger model first for a few weeks before you call us.

Q: What about my old garbage cans?

A: If you wish to dispose of an old garbage container, leave it at the curb alongside your Toter cart. But remember, we will dispose of any old container that is left at the curb once you have received your cart.

Q: How do I get recycling bins?

A: The 18-gallon blue and gray recycling bins are available at the Government Center, 888 Washington Boulevard; Katrina Mygatt Recycling Center, Harborview Avenue; and Scofieldtown Road Recycling Center on the corner of Scofieldtown Road and Rockrimmon Road. The replacement of a damaged or lost bin is free. Additional bins may be purchased at the Katrina Mygatt Recycling Center for \$5.00 each.

Q: Can I drop off my recycling at a recycling center?

A: Yes. Drop off centers are located at Magee Avenue and Scofieldtown Road. The Katrina Mygatt Recycling Center at 130 Magee Avenue is open Monday - Friday, 7:30 a.m. - 3:30 p.m., and Saturdays, 7:00 a.m. - 2:30 p.m. The Scofieldtown Road Recycling Center on the corner of Scofieldtown Road and Rockrimmon Road is open 6 days a week, Monday through Saturday 7:00 a.m. - 3:00 p.m.

Q: Who do I contact if I want more information or if I have a question?

A: You may call the Citizens' Service Center at 977-4140, or the Solid Waste Division at 977-4117.

I hope this information is helpful to you.

Sincerely,

Ben Barnes
Director of Operations