

Trash Collection

The Town has chosen a new trash vendor, Pinard Waste Systems Inc. The Board of Selectmen put out a request for proposals and received 4 submissions. Pinard was the most cost effective vendor hands down. They have longstanding relationships with much larger communities such as Manchester, Dover, and Hudson. Each of these towns was called to obtain references before finalizing the contract, which was slated to start on July 1, 2015.

After months of declining level of service from the previous vendor, the selectmen decided to pull the plug early. Northside Carting was agreeable in letting us out of our contract a month early without penalty and Pinard graciously accepted our business. Pinard had one week notice before new contracts were in place. The drivers did not receive the training they normally would have. Pinard usually has the drivers do a “dry run” for 2-3 weeks prior to taking on a new town. Collection routes, street listings, and town maps were being reviewed and implemented during the first week of collection.

Please remember that all trash must be put out curbside by 6:30am. This is especially important as Pinard is not following the same route as Northside did. Your collection day did not change but the time of day your trash will be collected will vary, perhaps even week to week as Pinard determines the most efficient path.

You may see that your trash and/or recycling are picked up late in the day. Pinard is working until the route is complete (sometimes until 8:30pm.) The situation we are having is this... the trucks that were ordered to collect in our town are 32 yard trucks and are not set to be in service until the second week of July. In order for Pinard to take us on early, they need to rent a truck which costs an additional \$1000 per truck. Pinard has an “extra” truck which they are using in town on recycling weeks to avoid having to charge the town \$2000 in rental fees. The extra truck that Pinard has is a 25 yard truck. The 25 yard truck maxes out at 11 ton and the 32 yards at 15 ton. The 11 ton is not large enough to complete the entire schedule on a given day. The trip up to Rochester Turnkey (which is the town’s contracted disposal site) and back takes about an hour and 40 minutes, thus delaying things further. They are working until the route is complete but that is well outside the “normal” times that residents are accustomed to. We may notice these pains on recycling week’s primarily but they should resolve mid-July when our 32 yard truck is delivered. Please be patient!!

Another big change that you may notice is that any “missed” pickups should be reported to Pinard’s customer service department directly at **1 800 675 7933**. They ask questions like style of home, color, location of barrels, etc. to make sure your home is easily identifiable. Pinard is also able to tell what time the driver was at a specific street. They track what they call a “late put-out”, missed pickups, customer complaints, etc. and report those statistics to the town monthly. This keeps the vendor accountable. If there are chronic issues, the town will step in and take action as appropriate.

Pinard will also be implementing a “Notice of Uncollected Item”. If you put something out, and it is left behind Pinard will leave you a notice to let you know why as is may be hazardous or require a disposal sticker. Information regarding town policy on trash collection and recycling will be available in the near future on Pinard’s website under the Municipal Program Guide and also on the town’s website.

This transition has not been seamless, but please bear with us as we work through these minor hiccups. Pinard prides themselves on dependable responsive service and I think we can all see that as you see the trucks in town late into the evening and placing your barrels and lids neatly curbside. In speaking with other town administrators and directors of public works, I am excited to work with Pinard and think that the community will be more than pleased with their service.

Thank you,

Karen Clement
Town Administrator