



Trash and Recycling FAQs

1. What changes are happening?

The city currently contracts with Casella Waste Management for trash and recycling pickup and disposal. Starting in the fall of 2024, a new collection system using carts (also known as toters) will be in place. This collection method involves the use of specialized vehicles designed for fully automated curbside collection with compatible 48-gallon carts for waste and recyclables that will be provided by Casella. Casella will be purchasing and distributing the standardized carts at no additional cost to the city.

2. What are the benefits of a cart system?

- **Enhanced Safety and Cleanliness:** Automated collection minimizes litter caused by overturned bins and reduces the likelihood of pests. The uniform use of durable, standardized carts improves the aesthetic of our streets on collection days and enhances public safety by reducing obstructions.
- **Increased Recycling Rates:** We expect households will be more mindful of their waste generation, in turn serving as an encouragement to recycle more.
- **Financial and Environmental Sustainability:** The automated system is designed to reduce overall waste collection costs in the long term. By encouraging recycling and reducing the amount of waste, we can lower disposal fees.

3. When will this new system start?

Deployment of the 48-gallon carts for waste and recyclables will start in mid-September. Recycling carts will be provided first followed by the trash carts in mid to late October. Please visit the Toter Program page on the city's website for a more detailed schedule: [Cart Delivery & Pickup \(revize.com\)](https://www.cityofpittsfield.org/toter-program)

4. How many carts do I receive?

Each household will receive two carts, at no cost, one for trash and one for recycling.

5. What is the size of each cart?

48 gallons

6. What time do the carts need to be placed at the curb by?

7 a.m. the morning of your collection day.

7. Where will I need to place my carts?

Carts must be placed curbside with wheels towards the house/curb, 3' apart from each other or other objects, and 4' of clearance above. Put containers on a hard, level surface clear of obstructions such as snow, landscaping, mailboxes, and utility poles. Do not block the sidewalk.

8. What if I have a physical impairment due to age or disability?

Residents who are disabled or have a health condition should contact the Department of Public Utilities at (413) 499-9330 to obtain a Backyard Pickup Form or visit the city's website at [cityofpittsfield.org](https://www.cityofpittsfield.org). The completed form must include a note from the resident's physician or social service agency representative.

9. Which cart will be for trash and which cart will be for recycling?

The trash cart will have a black lid and will be labeled “TRASH.” The recycling cart will have a light blue lid and will be labeled “RECYCLING.”

10. Will my bin be picked up if it is overflowing, if I stack a bag on top of the lid, or if I can’t close the lid all the way?

All trash and recycling must fit in the carts provided with the lid closed. Additional bags located outside or on top of the cart will not be picked up.

11. Can I recycle plastic and paper items together?

No, recycling is still required to be separated. Plastics will be collected one week and paper will be collected the next week.

12. How should I prepare recyclables?

Recyclables must be empty and rinsed clean of food residue. Grooved cardboard boxes should be broken down into 2' max pieces.

13. What if I need an additional cart? Is there an extra cost?

Residents, who live in single family homes, will need to pay a quarterly fee (\$40 per quarter) for an extra trash cart. Additional recycling carts will be provided upon request at no extra charge. Residents would need to complete this form on the city’s website: [Request form for additional trash/recycling carts \(cityofpittsfield.org\)](https://www.cityofpittsfield.org/request-form-for-additional-trash-recycling-carts).

Tenants who want to request an additional recycling or trash cart would need to contact their landlord. The landlord would then need to contact the DPW at (413) 499-9330 or at dpw@cityofpittsfield.org for the additional recycling (free) or trash cart (\$40 per quarter).

Residents are encouraged to use the small blue recycling bins for sorting of recycling materials. However, any recyclables will need to be placed in the recycling cart at the curb each week for collection.

14. When will I receive my additional toter?

Residents who request an additional toter, prior to September 13, can expect to receive it within the next three weeks. Requests received after September 13 will be shared with Casella on a rolling basis and delivered within three weeks or so of the date of request.

15. Can I put construction debris in my trash container?

No. Trash containers are intended for municipal solid waste (household waste) only. For disposal of construction debris, please call 800-CASELLA to discuss renting a dumpster or find out where you can bring materials to dispose of.

16. What happens if the cart is damaged or stolen?

If your cart is damaged by Casella, they will replace your cart at no charge. If your cart has been stolen or damaged through other means, please call the Department of Public Utilities at (413) 499-9330.

17. What will happen with my existing trash and recycling containers?

The city will be working with Casella to identify the best way for disposing/recycling of the old containers residents wish to get rid of. More details will be shared in the upcoming weeks.

18. How do I dispose of bulky items?

Broken down wood furniture, automobile tires, oversize plastic toys, wooden posts or fencing, upholstered chairs and couches, and carpet rolls can be collected at curbside with the purchase of a \$20 sticker per each item. These stickers can be purchased at City Hall in the City Clerk's Office at 70 Allen Street; DPU at 100 North Street, Mezzanine Level; Carr Hardware, Elm Street Hardware, Market 32. Items with the proper sticker will be picked up on the designated pick-up days.

19. What can I do with yard waste?

Pittsfield residents, with proof of residency, can bring grass clippings, leaves, brush and tree branches and limbs (under 4ft in length) to the Lenox Transfer Station located at 68 Willow Creek Road, Lenox. No bags are allowed. Anticipated late fall of 2024, Casella plans to reopen the transfer station on Hubbard Avenue which they plan to receive yard waste and other materials.

20. I live in a multi-unit building with 4 or less units. Do we each get our own bin?

If the owner of the building lives on site, each unit will receive one trash and one recycling cart. If the owner does not live on site, the owner can pay an extra fee to the city to be included in trash and recycling pickup or pay a private hauler for trash and recycling removal. Residents should contact their landlord or property manager for more information.

21. When I receive my recycling toter, when can I use it?

You will receive your recycling toter approximately 4 business days prior to the first pickup. Please reference the delivery and pickup schedule here: [Cart Delivery & Pickup \(revize.com\)](https://revize.com)

22. If I do not yet have my trash toter, can I still place my trash at the curb?

As we are rolling out this new system in phases, route by route, you can continue to use your current containers until you receive your new recycling and trash toter. Once you receive your new recycling toter, this will be picked up on your regular collection day from that point forward.

23. I have additional questions, who do I contact?

Please call the Department of Public Utilities at (413) 499-9330 or email dpw@cityofpittsfield.org.