



# 2015 Program Recap

# & 2016 Updates

# Trash & Recycling Collection 2015

Week A Recycling

Week B Recycling

Bulk Collection Week

Holiday - no collection, pick up for the rest of week will be delayed by one day

Spring Cleanup Bulk Collection\*

Jan 2015														Feb 2015														Mar 2015													
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S																					
					2	3	1	2	3	4	5	6	7	1	2	3	4	5	6	7																					
4	5	6	7	8	9	10	8	9	10	11	12	13	14	8	9	10	11	12	13	14																					
11	12	13	14	15	16	17	15	16	17	18	19	20	21	15	16	17	18	19	20	21																					
18	19	20	21	22	23	24	22	23	24	25	26	27	28	22	23	24	25	26	27	28																					
25	26	27	28	29	30	31								29	30	31																									

Apr 2015														May 2015														Jun 2015													
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S																					
				1	2	3						1	2		1	2	3	4	5	6																					
4	5	6	7	8	9	10	3	4	5	6	7	8	9	7	8	9	10	11	12	13																					
11	12	13	14	15	16	17	10	11	12	13	14	15	16	14	15	16	17	18	19	20																					
18	19	20	21	22	23	24	17	18	19	20	21	22	23	21	22	23	24	25	26	27																					
25	26	27	28	29	30		24	25	26	27	28	29	30	28	29	30																									
							31																																		

Jul 2015														Aug 2015														Sep 2015													
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S																					
				1	2	3						1				1	2	3	4	5																					
4	5	6	7	8	9	10	3	4	5	6	7	8	6	7	8	9	10	11	12																						
11	12	13	14	15	16	17	10	11	12	13	14	15	13	14	15	16	17	18	19																						
18	19	20	21	22	23	24	16	17	18	19	20	21	20	21	22	23	24	25	26																						
25	26	27	28	29	30	31	23	24	25	26	27	28	27	28	29	30																									
							30	31																																	

Oct 2015														Nov 2015														Dec 2015													
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S																					
					2	3						1				1	2	3	4	5																					
4	5	6	7	8	9	10	8	9	10	11	12	13	14	6	7	8	9	10	11	12																					
11	12	13	14	15	16	17	15	16	17	18	19	20	21	13	14	15	16	17	18	19																					
18	19	20	21	22	23	24	22	23	24	25	26	27	28	20	21	22	23	24	25	26																					
25	26	27	28	29	30	31	29	30						27	28	29	30	31																							

Recap

ates

# STAFF

- Brook D'Angelo,  
S.W.E.E.T Program Coordinator
- 2 Seasonal Staff  
SWEET Officers

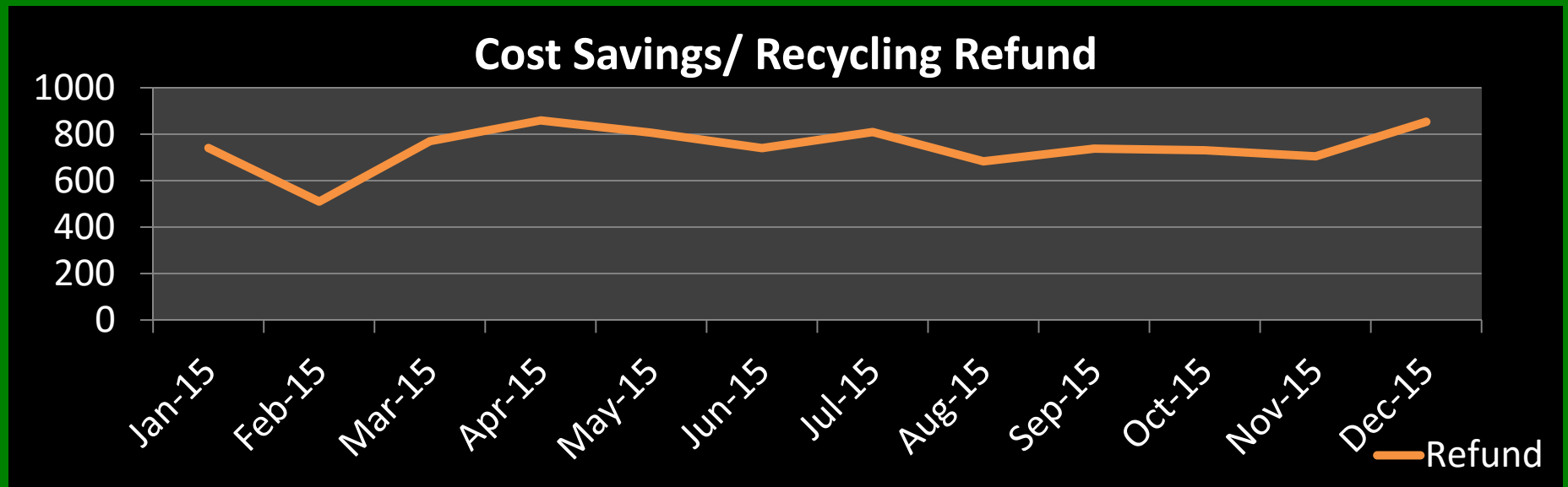
# Refuse

**2013 curbside tonnage 24,143.45**  
**2014 curbside tonnage 21,443.65**  
**2015 curbside tonnage 17,392.31**

Curbside Trash	2013 tons	2014 tons	% of Change 2013 v 2014	2015 tons	% of Change 2014 v 2015
	24,143.45	21,443.65	-12.59%	17,392.31	-18.89%

# Recycling

Curbside Recycling	2013 tons	2014 tons	% of Change 2013 v 2014	2015 tons	% of Change 2014 v 2015
	1,861.6	2,667.9	30.22%	3,584.29	34.35%



**Total Jan-Dec 2015 \$8,944.05**



# Cart Deliveries

-2300 Cart Deliveries-



Out of **2300** Carts Delivered:

130 larger carts

205 to small businesses

125 replacements for stolen/missing carts

# Cart Repairs/Replacement

## **Damaged Cart Procedure:**

- Call SWEET to report damage
- Coordinator dispatches a SWEET member to assess the cart damage
- Broken wheel or missing lift bar can be fixed on site
- If carts needs replacement, it will be placed on delivery list
- SWEET educates resident on safe/alternative cart placement
- If negligence is assessed, property owner may be charged market price for cart replacement

## **Missing Cart Procedure:**

- Call SWEET to get your cart #
- Look around neighboring area to see if cart is there
- SWEET educates resident on safe cart placement
- Call Police Records Room to make report
- SWEET will investigate & replace cart if necessary
- If there is a 2<sup>nd</sup> or multiple occurrences, property owner may be charged market price for cart replacement

# Carts Inventory

- Nearly 22,000 blue 64 gallon trash carts out to residents and small businesses
- Nearly 21,000 green 96 gallon recycling carts out to residents and small businesses

---

## *An inventory of:*

- 1,040 blue 64 gallon trash carts
- 320 green 96 gallon recycling carts
  - 1 crate of 96 gallon blue lids
- 1 crate of replacement wheels for blue carts
  - 100 lift bars for recycling carts
- Various spare and salvaged parts that include axels, wheels, lids





# Calls to SWEET Phone Line

In 2015



**Average of 30 per day**

**Approximately 7,500 calls**

**Does not include calls to the  
main DPW phone lines**



*Citizens can also contact us  
through the E-Gov system on the website  
[www.NiagaraFallsNYCarts.gov](http://www.NiagaraFallsNYCarts.gov)*

# Porter Service

Referrals came from Senior Center, friends and neighbors, self referrals for people who saw information in publications, and some referrals came from ZOOM interactions

- **113 Requests for the Porter Service Application**
  - **19 people returned completed applications**
  - **18 people currently have the Porter Service**



# Events & Appearances



•ZOOM

(Zone Outreach Objective Mission)

•Block Club Meetings

•Vince Anello WJL Radio Show





# Events & Appearances

## • Bag Exchange



**Bag Exchange!**

Exchange your black bags for clear ones!

**LaSalle Senior Center:**  
Wednesday June 3<sup>rd</sup> 9am-11am  
**John Duke Senior Center:**  
Thursday June 4<sup>th</sup> 5pm-7pm

As of January 1<sup>st</sup> 2015, in the City of Niagara Falls, yard waste (leaves, grass clippings, & weeds) will only be collected from clear bags or paper craft landscape bags that are placed next to your trash cart on your pick-up day (from April-October). We have heard that many people have an abundance of black contractor bags that they no longer have a use for. **We want to help!**

Please bring in your unused roll or box of .95 millimeter (or higher) black contractor style bags at the dates, times, and locations listed above to exchange your bags for a roll of clear bags. Gardening season is under way and the grass is growing too!

Please see stipulations below:

- Limit one per household
- Must bring ID to verify address
- Bags must be in NEW and UNUSED condition
- Must be in box or roll (of at least 20 bags)
- Bags must be at least .95 millimeter and 39 gallon capacity
- While supplies last

Brought to you by The City of Niagara Falls Department of Public Works, The S.W.E.E.T. Program, and Senior Services  
720-280-0580



**Bag Exchange!**

We heard you may have missed our last bag exchange! Here's a 2nd chance to exchange your black bags for clear ones!

**Department of Public Works**  
Administration Building  
1785 New Road  
Wednesday July 15<sup>th</sup> 9am-12pm  
Thursday July 16<sup>th</sup> 1pm-4pm

As of January 1<sup>st</sup> 2015, in the City of Niagara Falls, yard waste (leaves, grass clippings, & weeds) will only be collected from clear bags or paper craft landscape bags that are placed next to your trash cart on your pick-up day (from April-October). We have heard that many people have an abundance of black bags that they no longer have a use for.

**We want to help!**

Please bring in your unused .95 millimeter (or higher) black contractor style bags at the date and times listed above to exchange your bags for one roll of 25 clear bags. Boxes may be open and rolls may be partially used as long as you exchange a minimum of 20 bags.

Please see stipulations below:

- Limit one per household
- Must bring ID to verify address
- Bags must be in NEW and UNUSED condition
- Must be in box or roll (of at least 20 bags)
- Bags must be at least .95 millimeter and 39 gallon capacity
- While supplies last

Brought to you by The City of Niagara Falls Department of Public Works & The S.W.E.E.T. Program  
720-280-0580

# Events & Appearances

- NEEL Walk at John Duke Senior Center 7/17/15





# Events & Appearances

## •Crime Night Out NF Block Club Council 7/28/15



Niagara Falls Block Club Council  
Annual Crime Night Out



CLOWN -  
FIRE SAFETY HOUSE  
REFRESHMENTS,  
BOUNCE HOUSE



FREE Bike Raffle  
from TARGET RETAIL

SOMETHING FOR EVERYONE

RESOURCE TENT  
WITH MANY  
SERVICE  
ORGANIZATIONS  
PRESENT WITH  
INFORMATION

HONORARY CHAIRMAN  
Sheriff James Voutour  
Police Supt. E. Bryan DalPorto

Tuesday, July 28, 2015  
5:30 pm to 8:30 pm  
1910 FALLS STREET  
The Magdalene Project  
Next to St. George's Church

Fingerprint Photo ID  
inside Church for all ages  
'til 8:15 p.m. Parent or  
Guardian presence  
necessary for children.

FREE EVENT LOGO T-SHIRT  
FOR CHILDREN.  
YOUTH COLORING BOOKS  
& OTHER ITEMS

AWARD PRESENTATIONS  
Law Enforcement Partner  
Block Club of the Year  
Citizen Partner of the Year

SUPPORTED BY:

Office of Niagara County Sheriff &  
Niagara County District Attorney,  
Target Retail Stores, Kiwanis Club  
of Niagara Falls, Niagara Falls  
DPW Department, Niagara  
Falls Police Department,  
Niagara Falls Fire Department  
Sam's Club of Niagara Falls



# Events & Appearances

## • Festival of Fathers 8/22/15







Curbside Pickup

www.moderncorporation.com/curbside/

Apps Cart Logic Office City of Niagara Falls... America Recycles Day Homepage | I Want ... New York State Off...


Other bookmarks

**MODERN Corporation** Dedicated to the Community. Committed to the Environment.

Online Bill Pay Search

**Residential** Commercial Canada History Innovation Sustainability FAQs & Resources Careers Forms Contact Us

## Curbside Pickup



These are the Communities We Serve by Providing Trash & Recycling Services to Western New York. To Learn More, Please click on your Community.

For a list of the items that you can recycle, please click [here](#).

City of Lockport	<b>City of Niagara Falls</b>	Orleans County
Town of Alden		Town of Cambria
<i>Town of Clarence*</i>	<i>Town of Hamburg*</i>	Town of Lewiston
Town of Newfane	Town of Newstead	Town of North Collins
Town of Pendleton	Town of Porter	Town of Royalton
Town of Somerset	Town of Wheatfield	Town of Wilson
<i>Tuscarora Nation*</i>	Village of Akron	Village of Barker
Village of Blasdell	Village of Depew	Village of Ellicottville
Village of Middleport	Village of Orchard Park	Village of Sloan
Village of Williamsville	Village of Wilson	Village of Youngstown

### News

What's New for Recycling in 2015?  
December 31, 2014

Check out our H2Gro Greenhouse featured on WGRZ Morning Show  
May 24, 2013

### FAQs

1. Holiday Pickup Schedule
2. What size container do I need?
3. What is considered a "Bulky" item?
4. What time does trash need to be out by?

### Facebook

Made Of Modern



Business

Visitor

NF Carts

Hyde Park Golf

- City Government
- City Departments

## Niagara Carts

### News & Announcements

#### Recycling & Trash

- 2016 Calendar (Recycling, Trash & Bulk Pick Up)
- What Can I Recycle?
- A & B Week Recycling Maps/Schedule
- Lost/Damaged/Stolen Cart
- FAQs
- Contact Us



### City of Niagara Falls New Recycling and Refuse Collection Program



## Recycle More, Waste Less

A Cleaner & Greener Niagara Falls, NY

The 2016 Recycling Calendar is here! Click on the link below for the calendar and updated information!

[Click here for the 2016 Recycling Calendar](#)



### Events & Updates

#### Social Media

Check us out on Facebook:  
[@NF TotesMcGoats](https://www.facebook.com/NF)  
on Twitter!  
[@NF TotesMcGoats](#)

#### Household Hazardous Waste

To make an appointment to dispose of Household Hazardous Waste, please call: 716-439-7250

#### YARD CLIPPINGS

Yard clippings will be collected by Modern in clear plastic bags and landscape type paper craft bags between April and November, and placed next to your trash cart.

#### LEAF WASTE

Leaf waste will be collected by Modern in clear plastic bags and landscape type paper craft bags in November only. Placed next to your trash cart.

#### Dump Permits

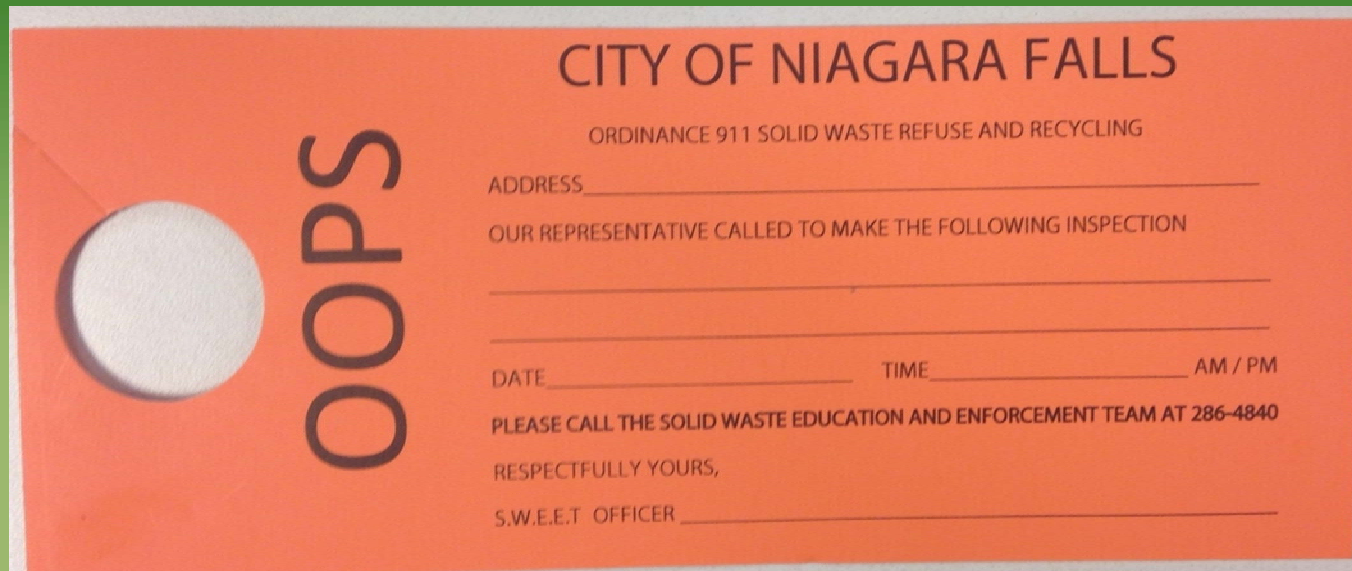
Trash will only be collected in the blue 64 gallon cart. All trash must be inside the cart or else it will not be collected. If you have excess trash and are at a residence property, a Free Dump Permit is available at the Department of Public Works (1785 New Road). Certain restrictions apply.







# OOPS



**CITY OF NIAGARA FALLS**

ORDINANCE 911 SOLID WASTE REFUSE AND RECYCLING

ADDRESS \_\_\_\_\_

OUR REPRESENTATIVE CALLED TO MAKE THE FOLLOWING INSPECTION

\_\_\_\_\_

\_\_\_\_\_

DATE \_\_\_\_\_ TIME \_\_\_\_\_ AM / PM

PLEASE CALL THE SOLID WASTE EDUCATION AND ENFORCEMENT TEAM AT 286-4840

RESPECTFULLY YOURS,

S.W.E.E.T. OFFICER \_\_\_\_\_

•3,122 OOPS tags issued in 2015



*OOPS*

*Events*

**Approximately 7,000  
one-to-one/in person  
contacts were made in 2015**

*Festivals*

*ZOOM*

# Totes McGoats



So much snow! Be sure to shovel a spot out for your carts. You can also place them at the margin of your driveway. But never place them in the street.

Stay Safe! Stay Warm!



# Totes McGoats

[Home](#) [Moments](#) [Notifications](#) [Messages](#)    [Tweet](#)



**Totes McGoats**  
@NFTotesMcGoats  
The city of Niagara Falls refuse and recycling program mascot! An official member of the S.W.E.E.T team! (Solid Waste Education & Enforcement Team)  
[Niagara Falls, NY](#)  
[niagarafallsnycarts.gov](#)  
45 Photos and videos

 [Tweets & replies](#) [Photos & videos](#)

**Totes McGoats** @NFTotesMcGoats · 6m  
So much snow! Be sure to shovel a spot out for your carts. You can also place them at the margin of your driveway. But never in the street.

 **Totes McGoats** @NFTotesMcGoats · Jan 6  
Trash p/u as usual this week. Check out [niagarafallsnycarts.gov](#) for the pick up calendar.



 **The Rapids Theatre** @Rapi...  
Followed by Chris S. and ot...  
[Follow](#)

 **Kevin O'Neill** @KevinBu...  
Followed by 7 Eyewitness N...  
[Follow](#)

[Find friends](#)

**Trends** · [Change](#)

[#MakeAPromise](#)  
Promoted by Louis Vuitton

[#WednesdayWisdom](#)  
21.4K Tweets

[#KikuSharda](#)  
27.4K Tweets

[Masood Azhar](#)  
11K Tweets

[FaZe](#)

# Totes McGoats



**Video, Logo, Theme Song, &  
Handouts are on there way!**

# Totes McGoats



**Video, Logo, Theme Song, &  
Handouts are on there way!**



**Totes McGoats**

**Video Release**

**2/9/16**

**6pm**

**Date: Tuesday February 9th**

**Time: 6pm**

**Location: Governors Room, Conference & Event  
Center Niagara Falls.**

Please use Third Street entrance



## We Must Continue to Educate





# TAKING THAT TO THE PUBLIC IN A SIMPLE WAY

Update outreach with images and words that people can understand

Prioritize messaging with top contaminants

Promote alternatives

Be positive

Be consistent

Heather Cashwell “Confronting Contamination” 12 17 15 EPA Webinar

## Education, Education, Education – Multiple Methods

- 25 page guide book sent to all postal patrons in our county every other year
- Hauler: “Oops” stickers and bill inserts
- Periodic promotions for TV, radio and local papers
- Website
- Phone hotline open 9:00 to 4:00 each business day
- Social media Twitter, Facebook, Community Forums and newsflashes
- Outreach to residents, businesses and schools

## Multi-Media Advertisements



Radio Ad



TV AD



Website

[Home - CSWD](#)  
[CSWD Webpage](#)

# ENFORCEMENT



WHEN IN DOUBT,  
LEAVE IT OUT



# Ordinance Enforcement

- **2015 relied heavily on education to round out the first full year of the ordinance**
- **High success rate and great compliance with those we have been able to reach**
- **The current policy of issuing appearance tickets is under review**
- **Consistency is key to enforcement**

# What Are Other Municipalities Doing?



*Put them in the green tote.*

## Buffalo:

- Recycling & Trash programs are separate, but program staff work together
- There is a Recycling Coordinator & full time, year round person in the field
- Fines for ordinance violations range from \$52.50-\$1,500
- They have a substantial annual recycling advertising and outreach budget
- Buffalo has mandatory recycling carts present at every City approved event
- Creative advertising such as billboards, sidewalk stencils, and varied promotional materials for events
- Contests to engage school-aged children into learning about recycling
- Campaign to aim for 34% recycling rate

# Program Plans

- Continue education for myself and SWEET staff on up to date recycling information, including webinars
- Join NYSAR<sub>3</sub> Region 9 (New York State Association for Reduction, Reuse and Recycling )
- Attend local festivals and events to educate the public, as well as to be available to answer questions
- Develop a recycling cart loan system for City events
- Present video and handouts to school aged children in classroom presentations
- Continue to find creative ways to reach and educate the public on the City of Niagara Falls Ordinance 911



[www.NiagaraFallsNYCarts.gov](http://www.NiagaraFallsNYCarts.gov)

286-4840 option 2

