



# S.W.E.T.

## 2015 Program Recap & 2016 Updates

2015



A 2015 calendar showing all twelve months. A large green checkmark is drawn across the top of the calendar. A blue watermark with the word 'Recap' is overlaid on the left side of the calendar. The months are color-coded: Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, and Dec. Each month has a different color scheme for its days. The days of the week are labeled S M T W T F S.

# STAFF

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

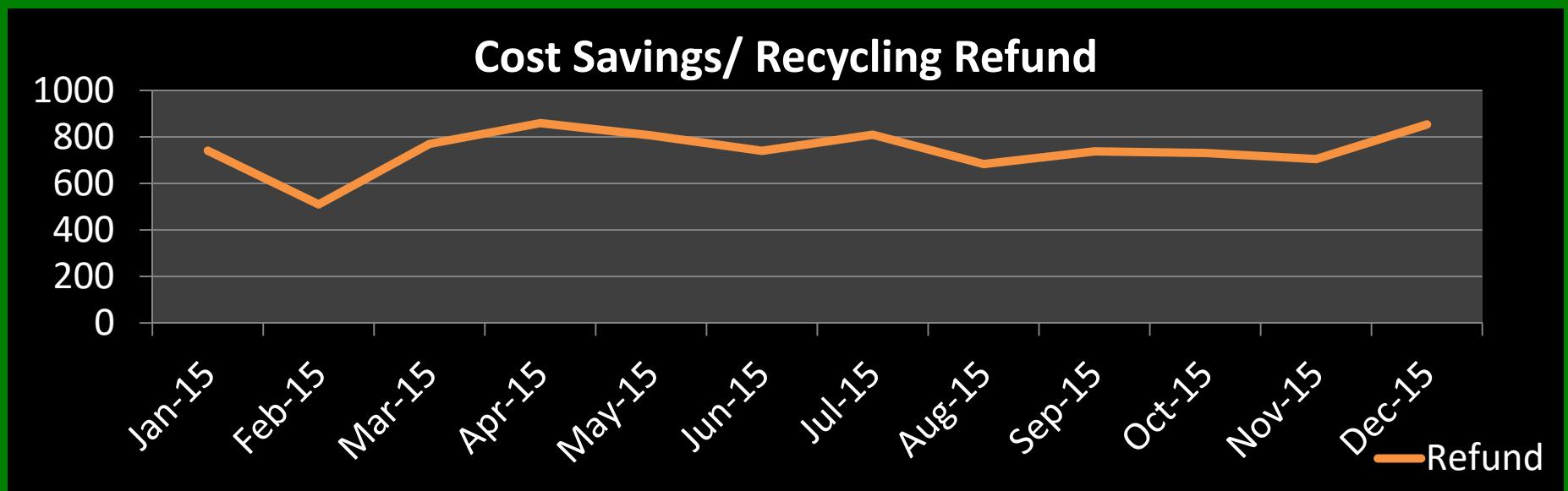
# Refuse

**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
	<b>24,143.45</b>	<b>21,443.65</b>	<b>-12.59%</b>	<b>17,392.31</b>	<b>-18.89%</b>

# 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**

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*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)*

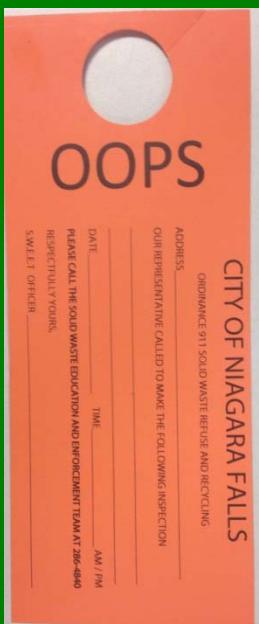
# Porter Service

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



# Education & Outreach



# Events & Appearances



- ZOOM  
(Zone Outreach Objective Mission)
- Block Club Meetings
- Vince Anello WJJL Radio Show



# Events & Appearances

## •Bag Exchange



**Bag Exchange!**  
Exchange your  
black bags for  
clear ones!

**LaSalle Senior Center:**  
Wednesday June 3rd 9am-11am  
**John Duke Senior Center:**  
Thursday June 4th 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  
716-286-6840





**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 15th 9am-12pm**  
**Thursday July 16th 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  
716-286-6840

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

**STOP CRIME**

**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

**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

**NEIGHBORHOOD WATCH!**

# 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.

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Search

## 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	City of Niagara Falls	Orleans County
Town of Alden		Town of Cambria
Town of Clarence*	Town of Hamburg*	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
Tuscarora Nation*	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**

Modern Corporation

**INCORPORATED MARCH 17, 1802**

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

**B**  
**WEEK**

**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  
[@NFTotesMcGoats](https://www.facebook.com/NFonTwitter!)

**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.

**TRASH TALK**  
Winter Edition

Your 2016 Every Other Week Recycling Calendar is Inside

Printed on Recycled Paper



A Cleaner & Greener Niagara Falls, NY

## December 2015 Niagara Falls Recycling & Trash News

The Recycling Month Inside this newsletter contains the latest version of what you can recycle. Please use this menu when recycling.

For More Information About the Niagara Falls Cart Swap Program, Please Visit, [niagarafallscartswap.gov](http://niagarafallscartswap.gov) Or Call 286-4940



# 22,100 Mailers sent out by Modern in December

**MODERN**  
Disposal Services

**TRASH TALK**  
Winter Edition

### Holiday Recycling Reminders

#### YEAH Recycle Curbside:

- Holiday packaging
- Wrapping paper & paper tubes
- Gift boxes
- Holiday cards
- Paper holiday decorations
- Large plastic holiday decorations
- Aluminum foil & trays (clean)



#### No Thanked Not Recyclable Curbside:

- Styrofoam packaging & noodles
- Ribbons and bows
- Greenery wreaths & Christmas trees
- Holiday string lights



### Niagara Falls Recycling & Trash News

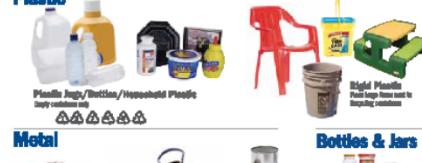
**Dump Permits**  
The City of Niagara Falls Department of Public Works Parks offers permits to residents (Non-Commercial Only) to dump debris at Modern Landfill, 1 Lawler's Hill, at no cost to residents. Applications contact the department of Public Works Parks at

### What Can I Recycle?

#### Paper



#### Plastic



#### Metal



#### Please Follow These Guidelines Carefully

Containers must be broken down and if needed put next to your cart at no more than 4' pieces.

#### Please Help

Leave space around your carts and other objects to improve collection efficiency and help us serve you better.

#### Good Cart Placement



#### Poor Cart Placement



Place items loose  
in your cart or bin

#### Unacceptable Items



Every  
Other Week  
Recycling  
Collection

#### 2016 Holiday Trash & Recycling Collection Schedule

New Year's Day  
Friday, January 1st  
Memorial Day  
Monday May 30th  
Labor Day  
Monday September 5th  
Thanksgiving Day  
Thursday November 24th  
Christmas Day  
Sunday December 25th

If your collection day is on or before a holiday, your pick up for the rest of the week will be delayed by one day.

#### Monthly Changes

1. In the event of a household unit of 4 or fewer units, will be collected during the first full week of each month.

#### Spring & Fall Collection

6 items per week, per household unit of 4 or fewer units, will be collected.

Spring Trash Disposal  
Weeks of April 2nd  
May 2nd  
May 9th

Fall Waste  
Weeks of September 19th  
September 26th

### Recycling & Trash Collection

2016

**MODERN**  
Disposal Services

Week A  
Recycling

Week B  
Recycling

Spring & Fall  
Collection

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

Spring & Fall  
Collection

Spring & Fall  
Collection

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

Jan 2016

S M T W T F S

1 2 3 4 5 6 7

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15 16 17 18 19 20 21

22 23 24 25 26 27 28

29 30 31

Feb 2016

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15 16 17 18 19 20 21

22 23 24 25 26 27 28

29 30 31

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1	2	3	4	5	6	7
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15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Mar 2016

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15 16 17 18 19 20 21

22 23 24 25 26 27 28

29 30 31

Jun 2016

S M T W T F S

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15 16 17 18 19 20 21

22 23 24 25 26 27 28

29 30 31

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22	23	24	25	26	27	28
29	30	31				

Jul 2016

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15 16 17 18 19 20 21

22 23 24 25 26 27 28

29 30 31

Aug 2016

S M T W T F S

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15 16 17 18 19 20 21

22 23 24 25 26 27 28

29 30 31

S	M	T	W	T	F	S
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22	23	24	25	26	27	28
29	30	31				

Sep 2016

S M T W T F S

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22 23 24 25 26 27 28

30 31

Oct 2016

S M T W T F S

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15 16 17 18 19 20 21

22 23 24 25 26 27 28

30 31

S	M	T	W	T	F	S
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22	23	24	25	26	27	28
29	30	31				

Nov 2016

S M T W T F S

1 2 3 4 5 6 7

8 9 10 11 12 13 14

15 16 17 18 19 20 21

22 23 24 25 26 27 28

29 30 31

Dec 2016

S M T W T F S

1 2 3 4 5 6 7

8 9 10 11 12 13 14

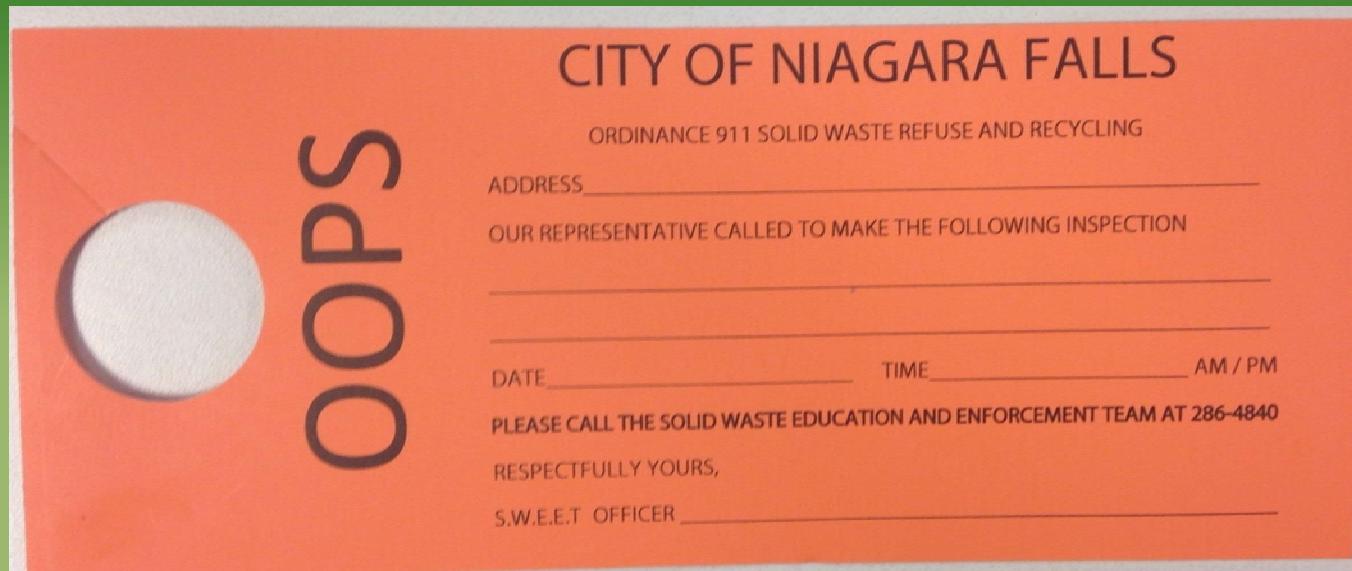
15 16 17 18 19 20 21

22 23 24 25 26 27 28

29 30 31

Like us on Facebook  
[www.facebook.com/moderndisposal](https://www.facebook.com/moderndisposal)  
ModernDisposal.com | 800-330-7107  
Make a Difference, **Recycle**  
**MODERN**  
Disposal Services

# OOPS



•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



# Totes McGoats

 Totes McGoats

Search

 Totes McGoats Home

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Notifications

Insights

Publishing Tools

Settings

Help ▾

Promote ▾

THIS WEEK

1 Page Like

327 Post Reach

0 Website Clicks

5 of 6 Response Rate

9 hours Response Time



Totes McGoats  
Public Figure

Create Call to Action

Share

...

Timeline

About

Photos

Likes

More ▾

83% response rate, 9-hours response time  
Respond faster to turn on the badge

1,186 likes +1 this week

328 post reach this week

View Pages Feed  
See posts from other Pages

Invite friends to like this Page

Status Photo / Video Offer, Event +



Write something...



Totes McGoats

Just now · 

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!

Recent

2015

# Totes McGoats

Home Moments Notifications Messages  Search Twitter  



TOTES MC GOATS  
@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](http://niagarafallsnycarts.gov)

45 Photos and videos



TWEETS 133 FOLLOWING 136 FOLLOWERS 455 LIKES 171 [Edit profile](#)

Tweets 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](http://niagarafallsnycarts.gov) for the pick up calendar.



**Who to follow** · Refresh · View all

 **The Rapids Theatre** @Rapi...  
Followed by Chris S. and others · 1,100 followers  
[Follow](#)

 **Kevin O'Neill** @KevinBu...  
Followed by 7 Eyewitness News · 1,100 followers  
[Follow](#)

Find friends

Trends · Change

#**MakeAPromise** · 21.4K Tweets  
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



© 2012 Bird



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[casella.com](http://casella.com) • 15

Bob Cappadona, "Residential Recycling Top Contaminates" 12 17 15 EPA Webinar

# 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

Tom Moreau Managing “Recycling” Contamination EPA 12 17 15 pg 19

## Multi-Media Advertisements



Radio Ad



TV AD



Website

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

Tom Moreau "Managing Recycling" Contamination" EPA 12 17 15 pg 29

# ENFORCEMENT



WHEN IN DOUBT,  
LEAVE IT OUT



**Print and Go**  
Click to download

Customizable  
Template

Heather Cashwell Confronting Contamination 12 17 15 EPA Webinar pg 12

# 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?



## 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 **NYSAR3 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

