



SOLID WASTE COLLECTION POLICY

This policy is intended to outline the Town of Rocky Mount's responsibilities and procedures for solid waste collection and large/bulk item pickup, as well as the customer's responsibilities. Solid waste collection and bulk pickup operations will be performed in a responsible and timely manner with all due consideration given to the safety of Town residents and Town employees. If everyone does their part, solid waste collection can be a smooth process.

On an annual basis in December, the Town will mail an updated solid waste collection calendar to residents that will show collection dates for the upcoming year. These calendars will include any collection dates modified due to holidays. This calendar will also be posted on the Town's website.

The Town Manager shall be authorized to modify, update, and communicate these policies, rules, and regulations with respect to solid waste collection, except that the establishment of fees shall be the responsibility of the Town Council. Such policies, rules, and regulations shall be intended to protect the public health, safety, and welfare and to promote good sanitation and cleanliness.

It must be recognized that, although this policy sets guidelines to be followed, conditions such as inclement weather, equipment malfunctions, or emergency situations, may require appropriate and reasonable deviation from this policy. In such cases, the Town will use social media and other methods to inform customers of necessary changes. This policy, the solid waste collection calendar, and all appendices are available on the Town's website at rockymountva.org/solidwaste. Questions regarding this policy should be directed to Town Hall at (540) 483-7660 or by emailing solidwaste@rockymountva.org.

SOLID WASTE CART REQUIREMENT

All properties desiring solid waste collection services from the Town must have at least one solid waste cart provided by the Town. There is a maximum of two (2) carts for any residential property and a maximum of four (4) carts for any commercial property. Only bagged solid waste generated at that property is to be placed in the cart.

Cart lids will be color-coded as follows:

65 & 95 gallon residential–Yellow	65 gallon disabled/special service–Red	95 gallon commercial–Blue
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Solid waste will only be collected in Town issued carts and only bagged solid waste that is placed inside the solid waste cart will be collected (see Appendix A for General Solid Waste Items Allowed). Solid waste left outside of the cart will not be collected. These carts will come in two different sizes, 65 and 95 gallons. NOTE: Solid waste service is mandatory (required) for all residential and commercial properties.

Cart Size	Approximate Bags Held
65 gallons	Six 13-gallon trash bags
95 gallons	Twelve 13-gallon trash bags

Customers are encouraged to choose the 95-gallon cart for their solid waste collection. The maximum solid waste weight limit is 100 pounds for the 95-gallon cart. One additional cart may be issued for an additional monthly fee at a rate set by Town Council (see Appendix B for Additional Cart application). Carts are the property of the Town, furnished as part of the monthly solid waste fee, and should remain at the address if a customer moves.

DISABLED/SPECIAL USE PICKUP

Limited pickup for town residents at their home (not at the curb) is available if they are disabled/special service and do not live with anyone physically able to bring the town-issued solid waste cart to the curb. All carts must be within the line of sight of the solid waste truck. The 65-gallon solid waste cart (red lid) is the only cart allowed for this service. Residents should call Town Hall at (540) 483-7660 or visit rockymountva.org/solidwaste to obtain an application for this service (see Appendix C). NOTE: This service application requires your physician's signature.

CART EXCHANGE & MAINTENANCE

Residents are allowed one cart size change in the first ninety (90) days after issue. There will be a \$25 fee (or the current rate adopted by the Town Council) for any cart change or cart pick-up/delivery. One (1) additional cart may be issued for an additional monthly fee at a rate set by the Town Council. Residents should call Town Hall at (540) 483-7660 or visit rockymountva.org/solidwaste to obtain an application to exchange or add an additional cart (see Appendix B). Carts are property of the Town, furnished as part of the monthly solid waste fee, and should remain at the address. The Town will replace town-issued solid waste carts which have become unusable due to normal wear and tear.

Residents are responsible for repair or replacement costs of town-issued solid waste carts when the Town makes a determination that the damage or disappearance of the solid waste cart is not due to normal use.

LOCATION OF CARTS FOR COLLECTION

All solid waste carts shall be accessible to collection crews. Carts shall be placed on a relatively level area in front of the premises, adjacent to but not on the roadway; no farther than eight (8) feet from the edge of the road pavement. Carts shall be positioned with the lid opening facing the road and the handles/hinge facing the property. If two carts are used, the carts shall be placed at least three (3) feet apart from each other and any object (see Appendix D for visual examples of correct cart placement). Carts should not be placed behind vehicles or mailboxes or in the roadway and should be located clear from overhead obstructions.

If the collection crew detects hazardous or unbagged materials, the crew will place a tag on the cart indicating the problem, and the cart will not be emptied. If the problem is corrected, the solid waste will be collected the following week.

COLLECTION DAYS & TIMES INCLUDING HOLIDAYS

All solid waste carts shall be placed in collection locations stated above by 7:00 a.m. on the scheduled collection day noted below. Solid waste carts should be removed from the collection location by 10:00 p.m., the day of collection (see Appendix E for collection route map). A map of the collection routes can also be found at rockymountva.org/solidwaste.

No parking is allowed on the street from 7:00 a.m. – 3:00 p.m. on the resident's or commercial's solid waste collection day. Solid waste is collected once per week using the following schedule:

- **TUESDAY** – Solid waste is collected for most areas east of Main Street and north of the railroad tracks on North Main Street.
- **WEDNESDAY** – Solid waste is collected for most areas west of Main Street.
- **THURSDAY** – Solid waste is collected for the areas of Franklin Heights, the center of town and Donald Street as well as 40 East and all walk up/special pickups.

In the event a state holiday falls on a scheduled bagged solid waste collection day, the collection days shall be modified, and these modifications will be memorialized in the annual solid waste collection calendar available on the website and mailed to residents in December for the upcoming year.

LARGE/BULK ITEM & YARD WASTE PICKUP

Bulk pickup is only available for residential households and is not a service available to commercial properties (see Appendix F for acceptable items for bulk pickup). The Town will pick up large/bulk items and yard waste starting on the FIRST Monday of every month. In the event a state holiday falls on a scheduled large/bulk item pickup collection day, the collection day shall be memorialized in the annual solid waste collection calendar. Residents can set out large/bulk items and yard waste (leaves, grass clippings, tree branches, etc.) at the curb by 7:00 a.m. the first

Monday (unless modified due to a holiday) of every month. Residents should place the materials at the curb no earlier than the Saturday before the collection day.

ADOPT A TRUCK PROGRAM

Residents can request that the Town bring a dump truck to their residence and leave it overnight to be used for large cleaning projects. A fee is charged for this service at a rate set by the Town Council and the following rules apply:

- Each residential parcel is allowed to use the dump truck up to four (4) times per year.
- Only household solid waste is allowed, no commercial or business use. Landlords cleaning out rental properties should make other arrangements to have their waste hauled away.
- Hazardous materials or debris that are not accepted at the landfill cannot be put into the dump truck.
- Construction materials are not allowed since the landfill charges a tipping fee for this material. Residents violating this will forfeit future use of the dump truck. Any tipping fees resulting in this use will be added to the customer's utility bill.
- The dump truck will be delivered by 3:30 p.m. on the date reserved and will be picked up by 7:30 a.m. the following day. The dump truck cab will be locked, and keys removed.
- All items must be placed inside the truck bed by hand.
- The requesting individual is responsible for any damage done to the dump truck.
- The Town reserves the right to decline a dump truck request if the requesting individual has a history of violating these rules and/or if the Town believes that the request is to dispose of inappropriate materials.

SOLID WASTE COLLECTION ON PRIVATE PROPERTY

Town employees or vehicles will not enter onto private property to remove solid waste except as noted for disabled residents.

PRIVATE SOLID WASTE COLLECTION SERVICE REQUIRED

Apartment houses, condominiums, complexes, commercial properties, businesses and buildings or any customer service location needing more than four (4) Town-issued solid waste carts shall be required to have private solid waste collection service.

LIMITED PICKUP OUTSIDE OF TOWN LIMITS

With consideration given to existing solid waste routes, the Town will determine which streets on the outskirts of town are eligible for pickup.

DEPARTURE FROM POLICY

The Town Manager is authorized to provide for more frequent collection at residential or commercial locations where solid waste is generated in such volume as to make more frequent collection desirable and warranted. In such cases, additional fees will be charged.

APPENDICES

- A. General Solid Waste Items Allowed (Page 5)
- B. Additional Cart or Cart Exchange Application (Page 6)
- C. Disabled/Special Service Solid Waste Pick-Up Application (Page 7)
- D. Examples of Correct Cart Placement (Pages 8)
- E. Solid Waste Collection Route Map (Page 9)
- F. Large/Bulk & Yard Waste Item Listing (Page 10)
- G. Solid Waste Collection Frequently Asked Questions - FAQs (Pages 11-12)



General Solid Waste Items Allowed

The Town strives to provide efficient, reliable curbside solid waste collection service at a price that makes it easy for our residents and businesses to help us create a clean and beautiful community. So that we can collect everyone's solid waste safely and effectively, while at the same time keeping costs low, there are a few rules everyone must follow:

- Carts must be at the curb by 7:00 a.m. on the scheduled collection day.
- Trash must be placed inside a closed bag or cart liner.
- Bagged trash must be placed inside the Town cart provided.
- Be aware of holidays that may affect solid waste collection schedules.
- Containers must be removed from the curb by 10:00 p.m., the day of collection.
- The following items will not be accepted by the Town as part of your solid waste collection service: gasoline, oil, antifreeze, batteries, paint, acid, construction materials, tires, propane, dirt and sod, rocks, concrete, bricks, metal, tanks, or oil tanks.
- Large amounts of yard waste, leaves and yard waste should be reserved for the monthly large item pick up dates only.
- The Town will only collect two (2) carts per residential customer and four (4) carts for commercial customers per week.
- The home or commercial occupant must clean up solid waste that blows out of solid waste carts or that is disturbed by animals. If the Town is required to clean up loose trash, the actual cost of cleanup will be assessed to your utility bill.
- Limited pickup at your home (not at the curb) is available if you are disabled and do not live with anyone physically able to bring the trash to the curb. All applicants must have the application (see Appendix C) signed by a physician.
- Used syringes are not allowed in your trash. The Town can supply residential customers with a "sharps" box that you can use to dispose of syringes. These are available free of charge for pickup at the Town Municipal Building at 345 Donald Avenue. Used boxes may also be dropped off at this address for disposal.



Appendix B

ADDITIONAL CART OR CART EXCHANGE APPLICATION

DATE OF REQUEST: _____

FULL NAME: _____

SERVICE ADDRESS: _____

PHONE NUMBER: _____

ADDITIONAL CART REQUEST:

I, _____, am requesting one (1) additional 65/95 (circle one) gallon solid waste cart for the property located at _____. I understand that there is a limit of two (2) solid waste carts per residential address, an additional monthly fee will be charged at a rate set by the Town Council.

CART EXCHANGE REQUEST:

I, _____, am requesting a solid waste cart exchange for the property located at _____. My current cart size is 65/95 (circle one) gallon, and I would like to exchange it for a 65/95 (circle one) gallon.

BILLING:

Residents are allowed one cart size change in the first ninety (90) days after issue. There will be a \$25 fee (or the current rate adopted by the Town Council) for any cart change or cart pick-up/delivery. Billing for the additional/exchanged solid waste carts will be included in the resident's or business's monthly utility bill. Fees are not pro-rated or adjusted. Customer acknowledges that delinquent balances may result in the removal of the additional cart from the property. Please allow 5 - 7 business days for delivery of additional/exchanged solid waste carts.

Resident/Property Owner(s) Signature: _____

Date: _____

OFFICE USE ONLY

Utility Account Number: _____

Application Received By: _____

Date Received: _____

Cart Serial #: _____

Delivery Date: _____

Date Entered: _____



**DISABLED/SPECIAL SERVICE
FOR SOLID WASTE PICK-UP APPLICATION**

PLEASE NOTE: To qualify for disabled/special service pick-up, the applicant must live alone, or all residents of the dwelling must also qualify for the service.

Section 1: To Be Completed by Applicant

1. Resident's Name: _____
2. Street Address: _____
3. Phone Number: _____
4. Please initial the appropriate section below:
_____ There are no other individuals residing at the above address.
_____ All others residing at this address are also elderly or disabled and a notice from their physician is attached.
5. Describe preferred location for pick-up (must be within line of sight of solid waste truck, no obstructed views):

Section 2: To Be Completed by Physician/Doctor for the Applicant and Other Residents as Needed

Upon a professional assessment of _____, I have determined that due to their physical condition, it may pose an undue hardship to meet normal requirements of the Town of Rocky Mount's ordinance for curbside weekly solid waste collection and that special exception should be made to accommodate this person for this service.

Check One

- [] This condition is permanent.
- [] This condition is temporary and will be re-checked on _____.

Name of Healthcare Facility: _____

(Attending Physician)

(Date)

(Applicant Signature)

(Date)

After signature by physician, please return to:

Town of Rocky Mount

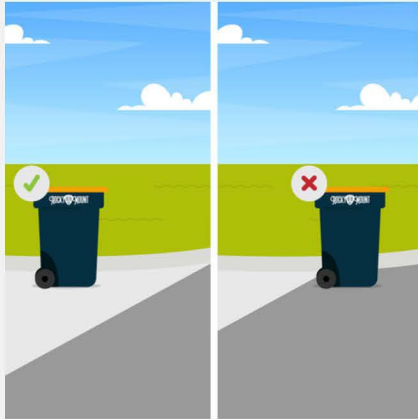
345 Donald Avenue

Rocky Mount, VA 24151

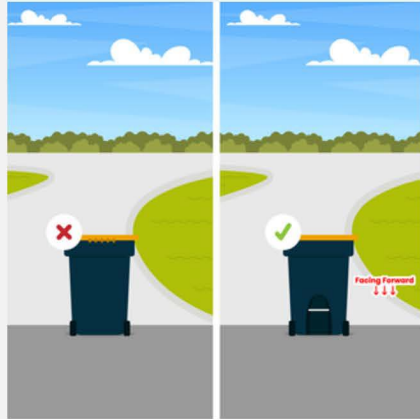
For questions, please call (540) 483-7660 or email solidwaste@rockymountva.org

Office use only: Six (6) month follow up: Date called: _____

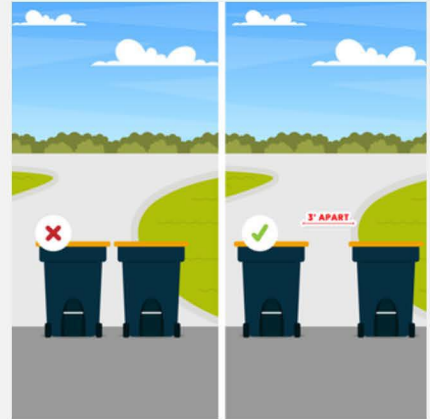
Examples of Correct Cart Placement



Place your cart on a relatively level area in front of the premises, adjacent to but not on the roadway. Your cart should be no more than eight (8) feet from the edge of the road's pavement.



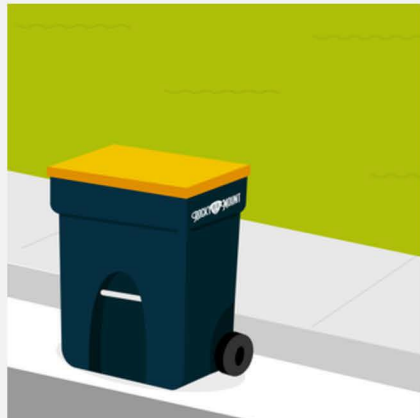
Position your cart with the lid opening facing the road and the handles/hinge facing the property.



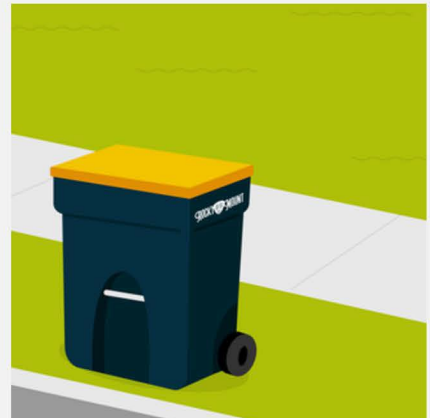
If two carts are used, place carts at least three (3) feet apart from each other and clear of overhead obstructions. Do not place the cart behind vehicles or mailboxes or in the roadway.



Driveway with no sidewalk: Place cart in the grassy area at the edge of the driveway away from mailboxes and other obstructions. Position so the front faces the street and the hinge is pointed toward the premises.



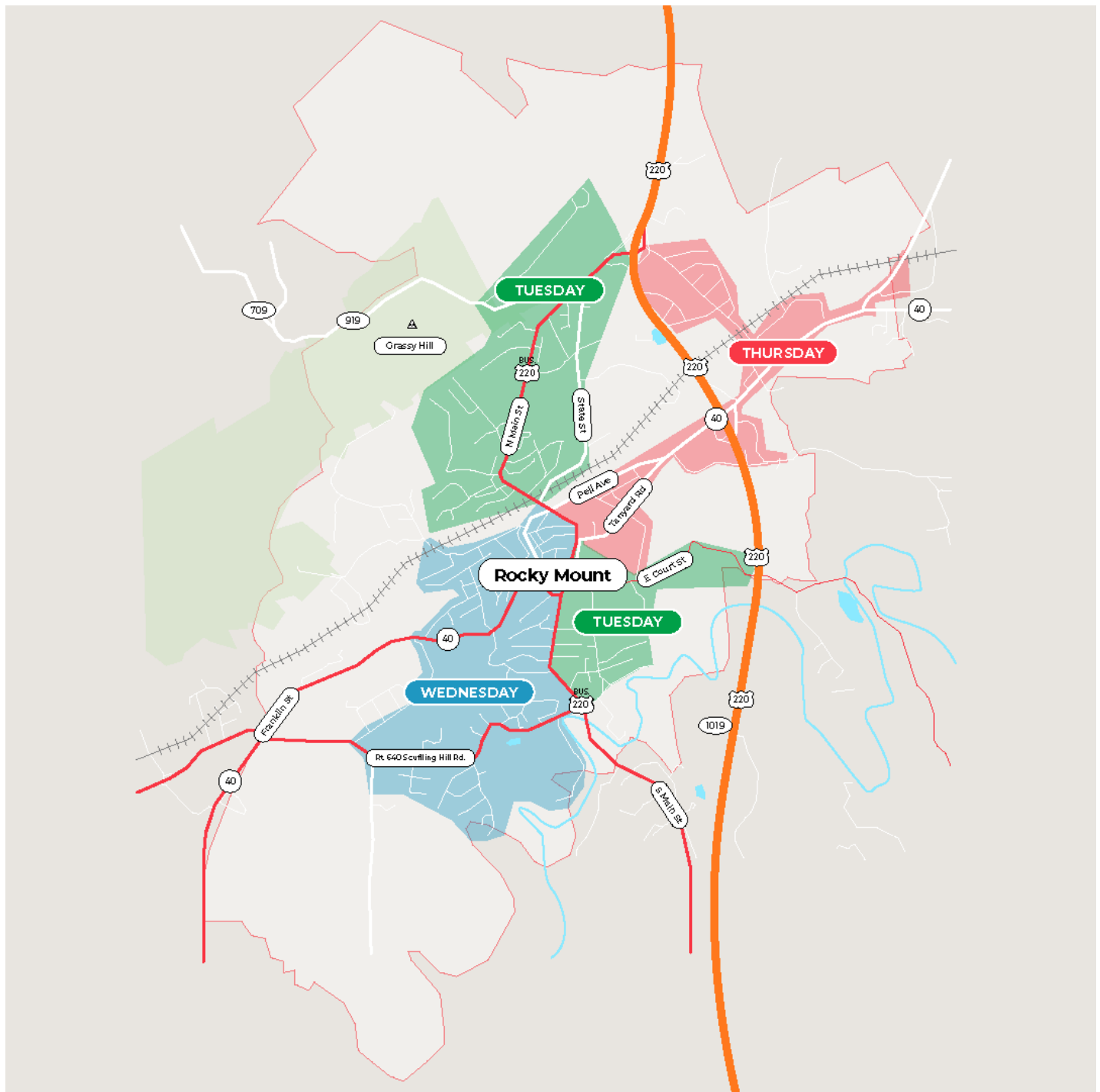
Sidewalk with no grass median: Place the cart with the front facing the street and the wheels tight against the curb.



Sidewalk with grass median: Place the cart with the front facing the street and the cart positioned in the grass close to the edge of the curb and at least four feet from other trees or obstructions.



Solid Waste Collection Route Map





Large/Bulk Items & Yard Waste Listing

The Town will pick up large/bulk items and yard waste (leaves, grass clippings, tree branches, etc.) starting the first Monday of every month (unless modified due to holiday). Residents should set out large/bulk items and yard waste no earlier than the Saturday before the collection day with the following guidelines:

- Large/bulk items and yard waste pick up are available for residential households only. Commercial properties are ineligible for large items and yard waste pickup.
- Town will not pick up from rental properties that have been evicted or left with a large number of items behind.
- Bulk items (furniture, appliances, boxes, bags, etc.) should not exceed a pickup truck load per collection.
- Bulk Items and yard waste piles must be separated.
- Yard waste piles can be no larger than a pickup truck load (6-foot x 6-foot x 6-foot). Yard waste can be no more than 12 inches in diameter and 6 feet in length. Small stumps of the same size (12 inches in diameter) or less that are free of dirt, rock, and other debris can also be collected. Town of Rocky Mount will only collect one (1) 6-foot x 6-foot x 6-foot pile each regularly scheduled yard waste pick up a month. Please put all limbs facing the same way.
- No materials from contracted jobs or land-clearing will be collected.
- Crossties will not be collected via bulk/yard waste collection.
- Landscape timbers that are no longer than 3 feet in length may be collected.
- Packing peanuts should be contained in a sealed box or sealed plastic bag to prevent the Styrofoam from blowing around the street.
- Rugs/carpet should be rolled in lengths not to exceed 6 feet.
- Paint can only be collected if it is latex or water-based and completely dried in the can. Residents may mix sawdust, sand, or kitty litter with wet paint to aid in the drying process.
- Please either tape or wrap glass (mirrors, windows, shower doors) or break the glass ahead of time and double bag the shards. This practice has two benefits: collectors avoid injury due to broken glass and glass shards that spray out of the truck do not lie in the road for vehicles to run over.
- Yard waste cuttings and tree limbs resulting from commercial tree trimming operations (contractor/commercial waste) will not be collected.
- Debris waste and tree stumps larger than 12 inches in diameter will not be collected.
- Grass clippings and leaves must be bagged.
- Any material that may be windblown must be bagged.
- No dead animals, tires, or hazardous material.
- No individual piece or container may weigh more than 30 pounds.



Solid Waste Collection Frequently Asked Questions (FAQs)

These FAQs serve as a quick reference for residents. Please read through the full policy to get all of the relevant information and details. The Town will collect solid waste weekly and only when bagged and placed in a Town-issued solid waste cart. The following is a list of some frequently asked questions regarding the new solid waste collection requirements in the Town of Rocky Mount. If you have other questions not listed below, please review the Town's Solid waste Collection policy on our website at rockymountva.org/solidwaste, contact Town Hall at (540) 483-7660 or email solidwaste@rockymountva.org.

What type of solid waste container should I use? Bagged solid waste will only be collected in Town-issued carts. These carts come in two different sizes, 65 and 95 gallons.

Cart Size	Bags Held (Approximately)
65 gallons	Six 13-gallon trash bags
95 gallons	Twelve 13-gallon trash bags

There is a maximum of two (2) carts for any residential property and a maximum of four (4) carts for any commercial property. Only bagged solid waste generated at that property is to be placed in the cart. Cart lids will be color-coded as follows:

65 & 95 gallon residential – Yellow	65 gallon disabled/special service – Red	95 gallon commercial – Blue
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Customers are encouraged to choose the 95-gallon cart for their solid waste collection. The maximum solid waste weight limit is 100 pounds for the 95-gallon cart. One (1) additional cart may be issued for an additional monthly fee at a rate set by the Town Council. Carts are property of the town, furnished as part of the monthly solid waste fee, and should remain at the address when the customer moves.

What is included in solid waste collection services and how many carts can I use? Solid waste collection services include the Town's curbside solid waste collection service. The fee for these services is billed monthly per cart up to two (2) for residential and four (4) for commercial properties at a monthly rate set by the Town Council. NOTE: Solid waste service is mandatory (required) for all residential and commercial properties.

What is included in large/bulk items and yard waste pickup services? This pickup service is only available for residential households and is not a service available to commercial properties (see Appendix F for acceptable items for large/bulk pickup). The Town will pick up large/bulk items on the FIRST Monday of every month. In the event a state holiday falls on a scheduled pickup collection day, the collection day shall be memorialized in the annual solid waste collection calendar. Residents can set out large/bulk items and yard waste (leaves, grass clippings, tree branches, etc.) at the curb by 7:00 a.m. the first Monday (unless modified due to a holiday) of every month. Residents should place the materials at the curb no earlier than the Saturday before the collection day.

What if I want a different size cart? Residents are allowed one cart size change in the first 90 days after issue. There will be a \$25 fee (or the current rate adopted by the Town Council) for any cart change or cart pick-up/delivery. One additional cart may be issued for an additional monthly fee at a rate set by the Town Council. Carts are property of the town, furnished as part of the monthly solid waste fee and should remain at the address if the customer moves. The completion of an "Additional Cart or Cart Exchange" application (see Appendix B) is required.

Are there any exceptions to the cart requirement? Limited pickup for town residents at their home (not at the curb) is available if they are disabled and do not live with anyone physically able to bring the town-issued solid waste cart to the curb. The 65-gallon solid waste cart is the only cart allowed for this service. The completion of a "Disabled/Special Service for Solid Waste Pick-Up Application" (see Appendix C) is required. NOTE: This service application requires your physician's signature.

When can I put my cart out for collection? All solid waste carts shall be placed in collection locations stated above by 7:00 a.m. on the scheduled collection day noted below. Solid waste carts should be removed from the collection location by 10:00 p.m., the day of collection.

No parking is allowed on the street from 7:00 a.m. – 3:00 p.m. on the resident's or commercial's solid waste collection day. Solid waste is collected once per week using the following schedule:

- **TUESDAY** – Solid waste will be collected for most areas east of Main Street and north of the railroad tracks on North Main Street.
- **WEDNESDAY** – Solid waste will be collected for most areas west of Main Street.
- **THURSDAY** – Solid waste is collected for the areas of Franklin Heights, the center of town and Donald Street as well as 40 East and all walk up/special services pickups.

What happens if my scheduled collection day falls on a holiday? In the event a state holiday falls on a scheduled bagged solid waste collection day, the collection days shall be modified and memorialized in the solid waste collection calendar mailed to all residents in December for the upcoming year and posted on the Town's website.

What if I have more solid waste than fits in my cart? Customers are encouraged to choose the 95-gallon cart for their solid waste collection. Only bagged solid waste placed in the approved solid waste cart will be collected. If excess solid waste is an occasional occurrence, the extra solid waste should be saved for the next week's collection. If a resident currently has the 65-gallon cart, they may want to consider moving up to the 95-gallon cart. There will be a \$25 fee (or the current rate adopted by the Town Council) for any cart change or cart pick-up/delivery.

I didn't get my solid waste cart out on-time and it wasn't collected. What can I do? Solid waste placed out for collection after the solid waste truck has passed will need to be removed from the roadside until the pickup date the following week.

My cart was out on time, but it was not collected. What happened? If the collection crew detects hazardous or improperly bagged materials, the crew will place a tag on the cart indicating the problem and the cart will not be emptied. If there is not a tag on the cart, please call or email the Town. If the problem is corrected, the solid waste will be collected the following week.

Where should I place my solid waste carts for collection? All solid waste carts shall be accessible to collection crews. Carts shall be placed on a relatively level area in front of the premises adjacent to but not on the roadway; no farther than eight (8) feet from the edge of the road pavement. Carts shall be positioned with the lid opening facing the road and the handles/hinge facing the property. If two carts are used, the carts shall be placed at least three (3) feet apart. Carts shall not be placed behind vehicles, mailboxes, in the roadway and clear from overhead obstructions.

What if I have something that is too big for my container? The Town will pick up large/bulk items and yard waste on the FIRST MONDAY of every month (unless modified due to a holiday). Residents can place the materials at the curb no earlier than the Saturday before the collection day. Large/bulk pickup is only available for residential households and is not a service available to commercial properties. See the Town Solid Waste Policy for a listing of allowable large/bulk items.

Is there any solid waste picked up outside of Town limits?

The Town will determine which streets on the outskirts of town are eligible for pickup. A major factor is the street or residence's proximity to current town solid waste routes.