



Department of Public Works  
**TOWN OF FOXBOROUGH**  
40 SOUTH STREET  
MASSACHUSETTS 02035

Roger A. Hill, PE, PLS  
Director  
Tel. (508) 543-9209  
Fax 508-543-6278

January 17, 2011

Over the Christmas holiday, American Waste Services LLC (AWS), Foxborough's solid waste and recyclable collection contractor, was acquired by Waste Management (WM). Waste Management began servicing the Town on January 2<sup>nd</sup>. Their new crew was learning the collection routes during that high volume trash tonnage week. In addition WM has safety rules that are different than those of AWS. The major safety rule difference is that WM does not allow the shakers to pick up both sides of a street simultaneously. The drivers are required to pick up only on the right side (inside) of the street, thus when picking up, the trucks are making right turns only. This often means that when the right side of a street is picked up, the opposite side might not be picked up immediately. The trucks are routed on the most economic route possible and sometimes up to three or four hours might lapse before the opposite side of a street is picked up. Other positive safety changes include high visibility clothing worn by the crew and "snow poles" will be installed on the two traffic side corners of the trucks. This is an attempt to keep passing motorists from coming in contact with the truck while servicing customers along the curb.

The day after New Years day, the new "right side" safety rule was put in place by WM, but the Town was not immediately notified. Unfortunately, the combination of the new safety procedures, a new collection crew, different sequencing of street routes, heavier than normal trash tonnage, and confusion on the part of some residents that there was NO holiday delay in the trash pick-up schedule that week resulted in much uncollected solid waste.

At the Town's request, Waste Management met with Town officials on the afternoon of January 5, when the Town was first notified that the change in management was now in effect. In addition, the Town was notified that the AWS driver who had served the Town for the past 13 years had left Waste Management that morning.

Town officials then described to Waste Management in detail all of the problems that had surfaced earlier that week (trash not picked up, tags not collected, etc.). WM agreed that the problems would be corrected as soon as possible. However it did take a second meeting, called by the Town on January 13 to make clear that the situation, while slightly improving, had still not been completely addressed.

As one of the outcomes of the January 13 meeting, this news release was prepared in order to notify customers of the change in management, safety rules and street routing. In addition, it is most important that the customers understand that all solid waste and recyclables must be at curbside or edge of road no later than 7:00 a.m., and must remain there until picked up – this is NOT a new requirement, but given the changes it is very important to adhere to this requirement in order to ensure your solid waste is picked up on your designated day. If you experience issues with your solid waste collection, please contact the Town at 508-543-1224, as you normally would and we will be happy to coordinate with WM to correct the issue or explain the new collection procedures. We will continue to post updates and changes to the program on the Town website at [Foxboroughma.gov](http://Foxboroughma.gov) under the Trash & Recycling tab. We thank you for your patience during this transition as we work quickly to restore stability to the program.

---