

Downtown Recycling Survey – ROANOKE, VA

(Revised on 9 June 2008 - GWC)

City/Town: ROANOKE, VA

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- **DO YOU HAVE A UNIFORM PROGRAM FOR TRASH AND RECYCLING FOR DOWNTOWN BUSINESSES? / HOW IS TRASH HANDLED IN YOUR DOWNTOWN AREA? HOW IS RECYCLING HANDLED IN YOUR DOWNTOWN AREA?**

Yes, there is a uniform program in Downtown Roanoke. The city owns one truck that is capable of separately collecting trash and recyclables for all businesses and residences downtown. This truck makes two trash collections and one recycling collection each night, six nights each week as well as Sunday morning in the Central Business District. The first of the six nightly collections begins about 3:30 PM, and this collection is taken to the landfill around 6:30 PM. Next, the same truck returns to the downtown around 7:00 PM for the single recyclables collection, and takes this collection to the solid-waste transfer station around 8:00 PM. The truck then returns to the downtown area for the second trash collection around 9:00 PM.

- **IS PICKUP IN THE DOWNTOWN CURBSIDE (BACK DOOR OR FRONT DOOR) OR AT CONSOLIDATED DUMPSTER SITES:**
 - **Trash:** *Curbside*
 - **Recycling:** *Curbside*
 - **Note:** *For those who do not have adequate space curbside for their carts, the City offers what they refer to as their “Cadillac” service, where the driver will enter the establishment and roll the solid carts outside to the truck.*
- **DO YOU HAVE YOUR OWN FLEET, OR DO YOU CONTRACT OUT FOR SERVICES?**
 - **Trash:** *One City-owned truck*

- **Recycling:** *Same City-owned truck*

- **IF CURBSIDE, IS PICKUP AUTOMATED OR MANUAL?**
 - **Trash:** *Manual (they call it “semi-automated”)—rear loader truck equipped with cart tippers. Narrow streets and onsite parking downtown prohibit completely automatic pickup. They use 96 and/or 48 gallon wheeled carts.*
 - **Recycling:** *Manual (“semi-automated”)—rear loader truck equipped with cart tippers. They use 96 and/or 48 gallon wheeled carts.*

- **HOW IS THE FEE CHARGED? (PER TON, PAY AS YOU THROW, FREE/DISCOUNTED RECYCLING IF ON TRASH SERVICE)(BASED ON TYPE OR SIZE OF BUSINESS---RETAIL VS. RESTAURANT, FOR EXAMPLE)**
 - **Trash:** *If the business is a restaurant, office, or financial institution in the Central Business District, the monthly charge will be \$100. All other businesses will be charged \$60 monthly. Paper recyclables will be collected from all businesses paying for collection on a nightly basis. Businesses opting out of this six day per week collection program will have their refuse and recyclables collected once per week on Thursdays. A third option available is using the services of private industries, usually with a dumpster.*
 - **Recycling:** *Included in the cost of trash collection.*

- **HOW OFTEN IS PICK UP?**
 - **Trash:** *6 days per week or one day (Thursday) each week (see “How is the fee charged?”)*
 - **Recycling:** *same as trash collection*

- **WHAT TIME OF DAY IS PICKUP?**

The first of the six nightly collections begins about 3:30 PM, and this collection is taken to the landfill around 6:30 PM. The same truck returns to the downtown around 7:00 PM for the single recyclables collection, and takes this collection to the solid-waste transfer station around 8:00 PM. The truck then returns to the downtown area for the second trash collection around 9:00 PM.

- **Trash:** *Downtown businesses charged for refuse collection must put out their trash between 2:30 p.m. and 3:15 p.m. (1st collection), and between 7:45 p.m. and 8:30 p.m. (2nd collection.) The one truck begins picking up trash around 3:30 PM (1st collection) and again around 9:00 PM (2nd collection).*
 - **Recycling:** *must be put out curbside between 5:00 and 6:00 PM each night. The one truck picks up recyclables around 7:00 PM (single collection).*
- **HAVE YOU HAD AN ISSUE WITH SMELL/SPACE AND PATRONS WALKING AROUND DOWNTOWN (ESPECIALLY WITH CURBSIDE PICKUP)?**

Businesses used to use only trash bags, and there was a lot of spillage, broken bags, and smell. Since they began using carts, spillage and odor have been greatly decreased. The City's problem now is compliance – some still continue to use bags. Complaints are fewer now than before.

- **Trash:** *48 or 96 gallons wheeled carts. Must be stored indoors.*
 - **Recycling:** *48 or 96 gallons wheeled carts. Must be stored indoors.*
- **IF DUMPSTERS, WHAT SIZE?**
 - **Trash:** *Dumpsters not used*
 - **Recycling:** *Dumpsters not used*
 - **HOW LONG HAVE YOU “HANDLED” REFUSE/RECYCLING IN THIS MANNER?**
Since the year 2000.

- **HOW DID YOU HANDLE REFUSE/RECYCLING PRIOR TO THE CURRENT SYSTEM?**

Did not ask for specifics. It seemed too painful for him to recollect.

- **DID YOU HAVE ANY DIFFICULTIES/ISSUES WHEN YOU SWITCHED TO YOUR CURRENT PROGRAM?**

Yes. They still feel there are problems – especially with non-compliance issues.

- **ANY OTHER INFORMATION ABOUT YOUR PROGRAM? PROS/CONS?**

Their main problem seems to be with non-compliance. They do send their Code Manager to inspect for compliance issues, and he tries education first. Citations only happen for multiple offenses, but the fines are so low that it is not much of a deterrent.

Part of the apparent non-compliance issue comes from the speed with which properties change owners and businesses come and go, and getting the new building and business owners up to speed is a continuing problem.

One point of pride is Roanoke's Clean & Green Campaign (see link at <http://www.roanokeva.gov/85256A8D0062AF37/vwContentByKey/N278QPVU747JEASEN>), and the number of people who are buying into that program.