



SOLID WASTE COLLECTION POLICY

The intent of this policy is to outline the Town of Rocky Mount’s responsibilities and procedures for solid waste collection and bulk/large 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.

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 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. This policy and all appendices are available on the Town’s website at www.rockymountva.org/solidwaste. Questions regarding this policy should be directed to Town Hall at (540) 483-0907 or email solidwaste@rockymountva.org.

SOLID WASTE CART REQUIREMENT

Effective December 31, 2021, all properties desiring bagged solid waste collection services from the Town of Rocky Mount must have at least one solid waste cart provided by the Town. There is a maximum of two (2) carts for any 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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Beginning January 3, 2022, 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). These carts will come in two different sizes, 65 and 95 gallons. NOTE: Canceling this service is not available.

Cart Size	Cart Dimensions	Bags Held (Approximately)
65 gallons	H: 40.5", W: 26.7", D: 28.11"	Six 13-gallon trash bags
95 gallons	H: 43.5", W: 29.2", D: 33.3"	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). There will be a fee for cart changes at a rate set by 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.

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 pickups must be within 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) 483-0907 or visit www.rockymountva.org/solidwaste to obtain an application for this service (see Appendix C for application). Note that 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 fee for cart changes at a rate set by Council. One (1) additional cart may be issued for an additional monthly fee at a rate set by Town Council. Residents should call Town Hall at (540) 1

83-0907 or visit www.rockymountva.org/solidwaste to obtain an application to exchange or add an additional cart (see Appendix B for application). 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.

The Town will replace town-issued solid waste carts which have become unusable without fault to the customer. A replacement town-issued solid waste cart will be provided when a new occupant moves into a residence and the original town-issued cart is missing. The Town will seek reimbursement from the property's previous occupant.

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 the responsibility of the Town or through 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 any object (see Appendix D for visual examples of correct cart placement). Carts shall 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 improperly bagged 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 www.rockymountva.org/solidwaste.

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

- **TUESDAY** – Solid waste is collected for areas east of Main Street and north of the railroad tracks on North Main Street.
- **WEDNESDAY** – Solid waste is collected for areas west of Main Street.
- **THURSDAY** – Solid waste is collected for the areas of Franklin Heights, center of town around the high school 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 moved to the first regular business day after the holiday. For example, if Christmas Day falls on a

Tuesday, the Tuesday route will be moved to Wednesday, Wednesday's routes will be moved to Thursday, and Thursday's routes will be moved to Friday. Residents will be notified of these changes.

BULK/LARGE ITEM PICKUP

The Town will pick up bulk/large items the FIRST Monday of every month. In the event a state holiday falls on a scheduled bulk/large item pickup collection day, the collection day shall be moved to the SECOND Monday. Residents can set out large/bulk items and brush at the curb by 7:00 a.m. the first Monday (or second Monday if first Monday is a holiday) of every month. The Town will start pickup of these items on the FIRST MONDAY of every month. Residents can place the materials at the curb no earlier than the Saturday before the collection day. 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).

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. A fee is charged for this service at a rate set by 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.
- Hazardous materials or debris that is 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 customers' 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.

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. This could include, but not limited to, holidays such as Christmas.

LIMITED PICKUP 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 routes.

APPENDICES

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



General Solid Waste Items Allowed

Rocky Mount strives to provide a great curbside solid waste collection service at a price that makes it easy for our citizens and businesses to help us create a clean and beautiful community. So that we can collect your solid waste safely and effectively, while at the same time keeping costs low, there are a few rules you must follow:

- Containers must be at the curb by 7 a.m. on the scheduled collection day.
- Trash must be placed inside a closed bag or can liner.
- Bagged trash must be placed inside the Town cart provided.
- Be aware of holidays that may affect garbage collection.
- Containers must be removed from the curb by 10 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 brush, leaves and yard waste should be reserved for the monthly large item pick up dates only.
- The Town will only dump two (2) cans per residential and four (4) cans for commercial per week.
- Trash set out for collection in an unapproved container or containing inappropriate items will result in a surcharge of \$10 per occurrence. The home or commercial occupant must clean up trash that blows out of trash cans 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 signed by a physician.
- The Town may run two trucks on inclement weather days which will allow solid waste that day to be collected in the morning hours.
- 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.



**APPLICATION FOR ADDITIONAL CART
OR CART EXCHANGE**

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 and a delivery fee for the second solid waste cart at a rate set by 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. I understand that there is a fee for cart exchanges more than ninety (90) days after cart issue and a delivery fee for the new cart at a rate set by Town Council.

BILLING:
Billing for the additional/exchanged solid waste carts will be included in the resident’s water/sewer billing. Fees are not pro-rated or adjusted. Resident 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 cart.

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
APPLICATION FOR SOLID WASTE PICK-UP**

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 the above 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, that it may pose an undue hardship to meet normal requirements of the Town of Rocky Mount's ordinance for curbside weekly garbage 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

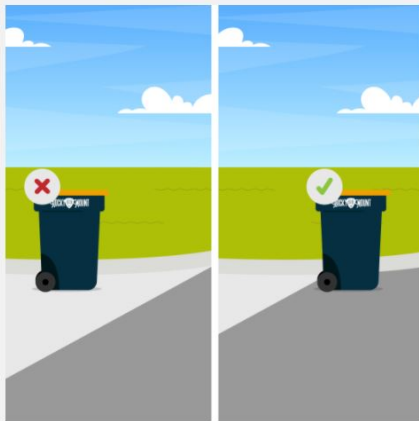
345 Donald Avenue

Rocky Mount, VA 24151

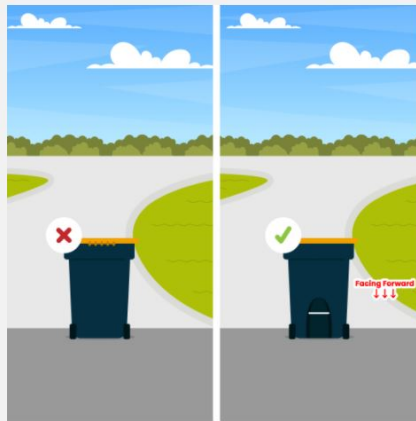
For questions, please call (540) 483-0907 or email solidwaste@rockymountva.org

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

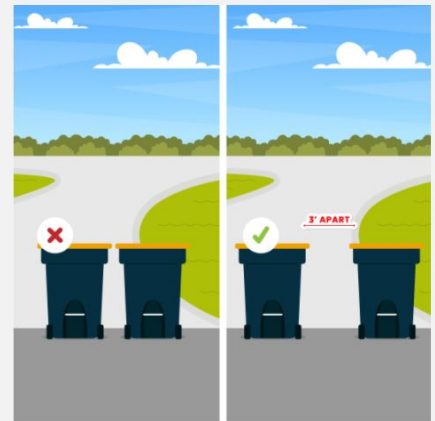
Examples of Correct Cart Placement



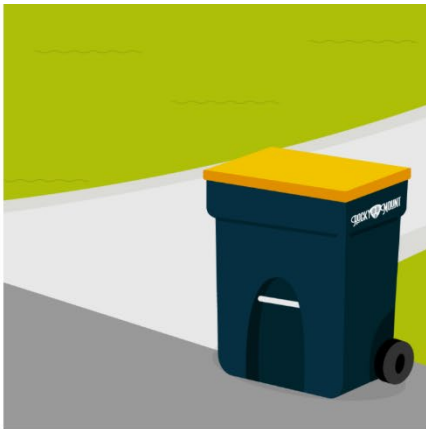
Place your cart on a relatively level area in front of the premises, adjacent to but not on the roadway. Your cart should be no more than eight (8) feet from the edge of the road's pavement.



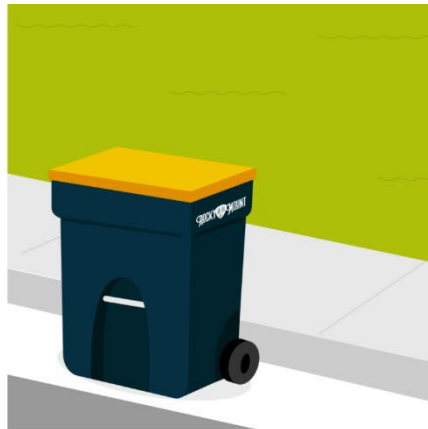
Position your cart with the lid opening facing the road and the handles/hinge facing the property.



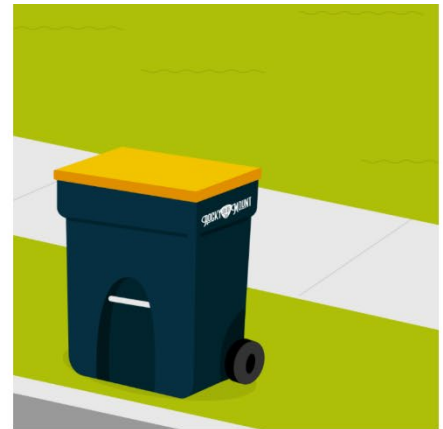
If two carts are used, place carts at least three (3) feet apart from each other and clear of overhead obstructions. Do not place the cart behind vehicles or mailboxes or in the roadway.



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.



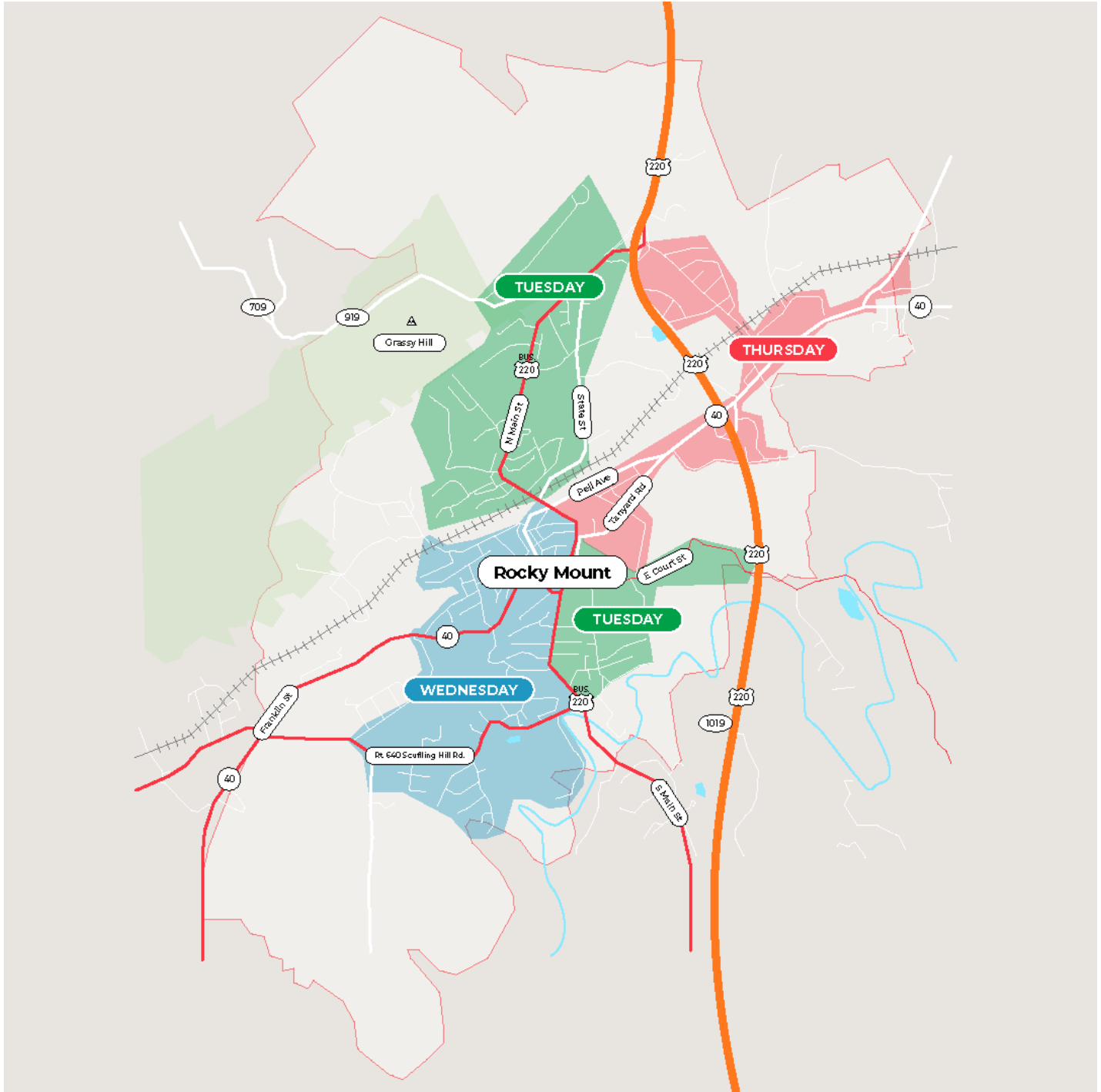
Sidewalk with no grass median: Place the cart with the front facing the street and the wheels tight against the curb.



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





Bulk/Large Item Listing

The Town will pick up bulk/large items the first Monday of every month (second Monday if the first Monday is a holiday). Residents can set out bulk/large items and brush no earlier than the Saturday before the collection day with the following guidelines:

- Large item and brush pick up is available for residential households only. Commercial properties are ineligible for large item pickup.
- Town will not pickup 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 Brush piles must be separated.
- Brush piles can be no larger than a pickup truck load (6'x6'x6'). Brush 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'x6'x6' pile each regularly scheduled brush pick up a month. Please put all limbs facing the same way.
- No materials from contracted jobs or land-clearing will be collected.
- Small amounts of homeowner generated building material may be collected during bulk collection. The material must be no more than a 6'x6'x6' pile (a pickup truck load) and must not contain any roofing shingles, asphalt, brick, or concrete. Town of Rocky Mount will only collect one (1) 6'x6'x6' pile each regularly scheduled bulk pick up a month.
- Building materials include small amounts of lumber (less than three feet in length), wood from trim, paneling, small amounts of containerized drywall or ceiling tile, and PVC or galvanized pipe (less than three feet in length).
- Crossties will not be collected via bulk/brush 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.
- Brush 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 (FAQ's)

Beginning with solid waste collection on Monday, January 3, 2022, the Town will only collect bagged solid waste weekly 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 www.rockymountva.org/solidwaste, contact Town Hall at (540) 483-0907 or email solidwaste@rockymountva.org.

What type of solid waste container should I use? Beginning January 3, 2022, bagged solid waste will only be collected in Town-issued carts. These carts come in two different sizes, 65 and 95 gallons.

Cart Size	Cart Dimensions	Bags Held (Approximately)
65 gallons	H: 40.5", W: 26.7", D: 28.11"	Six 13-gallon trash bags
95 gallons	H: 43.5", W: 29.2", D: 33.3"	Twelve 13-gallon trash bags

There is a maximum of two (2) carts for any 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 Town Council as well as a \$25 delivery fee. 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.

Why are these new solid waste carts required? In 2021, the Rocky Mount Town Council determined that the best way to improve service to customers and to reduce workers compensation claims due to solid waste collection is to attempt to minimize or eliminate the need for the workers to lift and throw bags and small cans. In late 2021, the Town purchased a new automated solid waste truck. This new truck, which will become the primary collection vehicle, will only have a driver who also works the remote arm to pick up the solid waste carts. This mechanism will work with the town-issued solid waste carts but not bags or regular garbage cans. The hopper is about 4 to 6 feet above the driver's head, which makes throwing the bag or cans extremely difficult and dangerous. A 12-foot vertical clearance is necessary for the truck's lifting arm to elevate the cart. Please place all carts away from overhead obstructions.

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 Town Council. NOTE: Canceling this service is not available.

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 fee for any cart changes after that at a rate set by Council. One additional cart may be issued for an additional monthly fee at a rate set by Town Council as well as a delivery fee. 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. The completion of an "Additional Cart or Cart Exchange" application 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. Residents should call Town Hall at (540) 483-0907 to obtain a “Disabled/Special Service Application for Solid Waste Pick-Up” for this service. Note that this service application requires the resident’s 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 solid waste collection day. Solid waste is collected once per week using the following schedule:

- **TUESDAY** – Solid waste is collected for areas east of Main Street and north of the railroad tracks on North Main Street.
- **WEDNESDAY** – Solid waste is collected for areas west of Main Street.
- **THURSDAY** – Solid waste is collected for the areas of Franklin Heights, center of town around the high school 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 moved to the first regular business day after the holiday. For example, if Christmas Day falls on a Tuesday, the Tuesday route will be moved to Wednesday, Wednesday’s routes will be moved to Thursday, and Thursday’s routes will be moved to Friday.

What if I have more solid waste than fits in my cart? Only bagged solid waste placed in the approved solid waste cart will be collected unless a waiver has been granted as noted above. If the excess solid waste is an occasional occurrence, the extra solid waste should be saved for the next week’s collection. If the resident currently has the 65-gallon cart, they may want to consider moving up to the 95-gallon cart.

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 the same day and placed in the cart out for collection 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 the problem is corrected, the solid waste will be collected the following week.

Where should I place my solid waste carts? 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 items and brush on the FIRST MONDAY of every month (SECOND Monday if the first Monday is a holiday). Residents can place the materials at the curb no earlier than the Saturday before the collection day. 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 bulk/large 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 routes.