



# PAYT Tune-up

Best practices for communities looking to preserve a thriving Pay As You Throw program.



# MassDEP Presenting Team

**Kathi Mirza** - Municipal Waste Reduction Branch Chief

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**Julia Greene** - Municipal Assistance Coordinator for [Northeast District 3](#)

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**Missy Hollenback** - Municipal Assistance Coordinator for [Southeast District 2](#)

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**Brian Walsh** - Municipal Assistance Coordinator for [Northeast District 2](#)



# Participating on Zoom

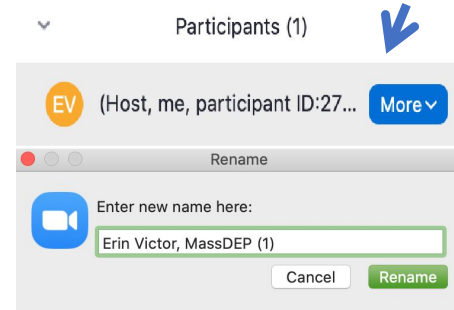
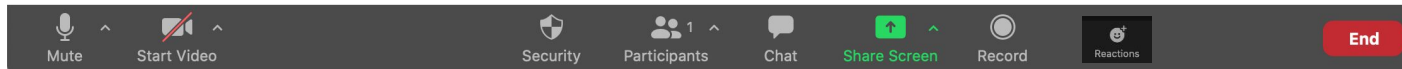
1. Mute yourself during presentation s.

2. Feel free to keep your video on if you don't have a distracting background.

4. Chat with other attendees & ask questions.

5. We are recording and will share with all.

6. Reactions function can be used to raise your hand.



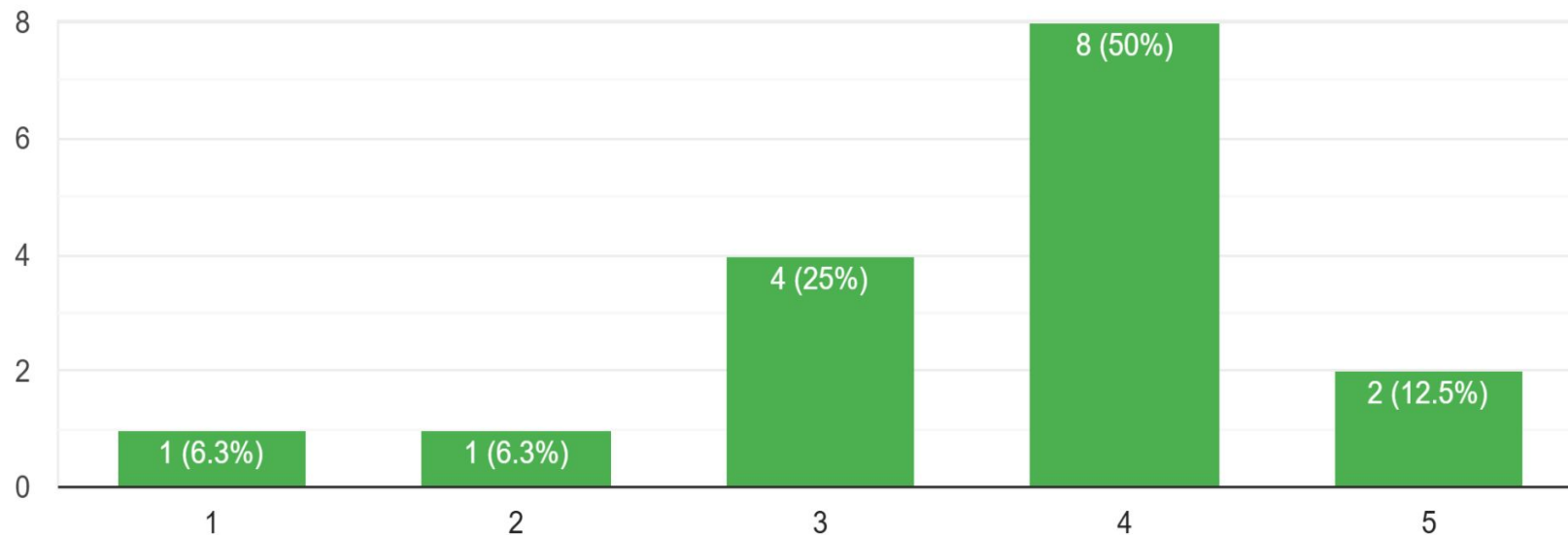
# Survey Results

We asked about your PAYT programs,  
and here is what you told us



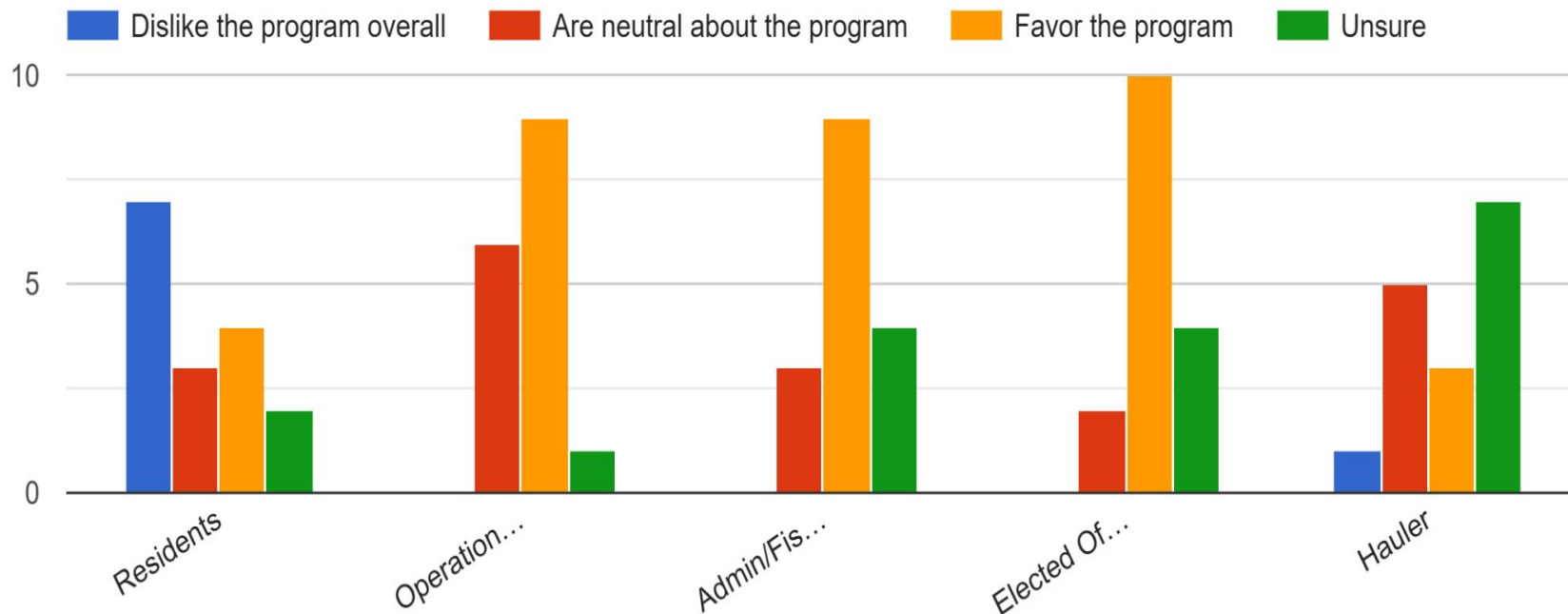
On a scale of 1 to 5, with 1 being "very poorly" and 5 being "very well," how would rate the performance of your current PAYT program?

16 responses



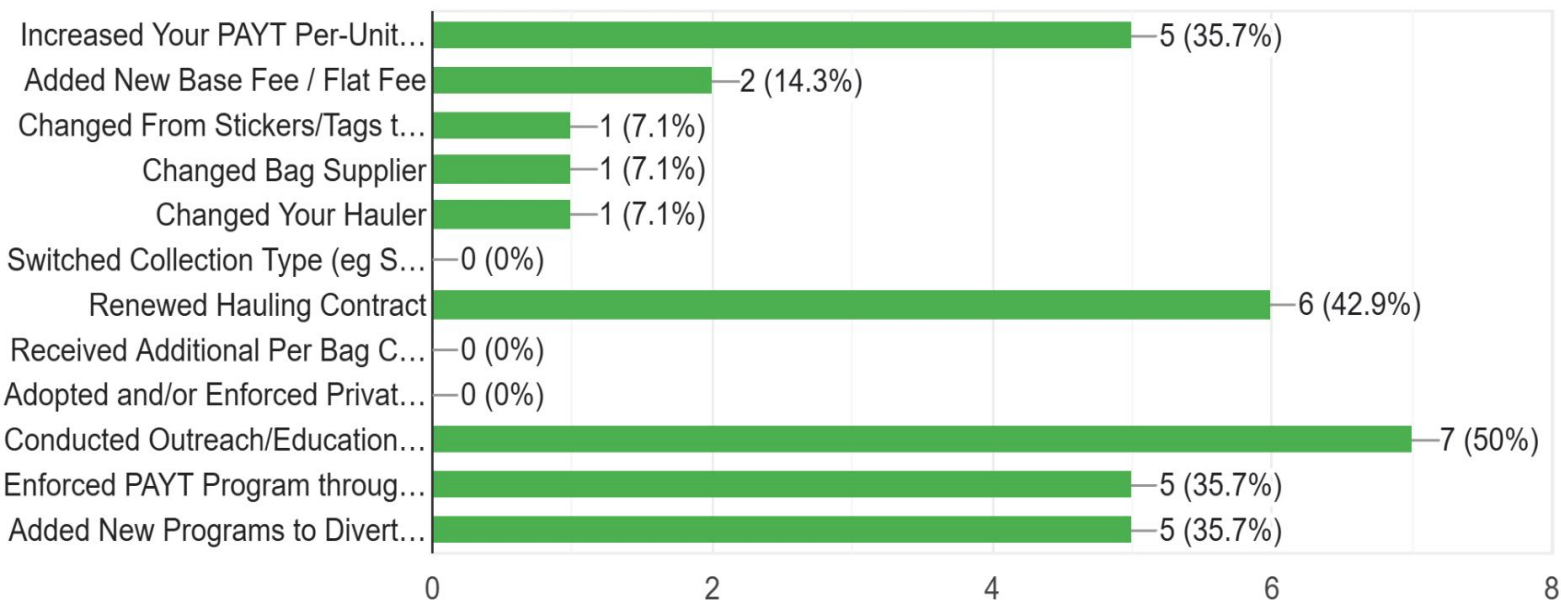


In general, what are you hearing from the groups below regarding your PAYT program?



# Have you made any program adjustments in the following categories within the last 3 years? (Check all that apply)

14 responses

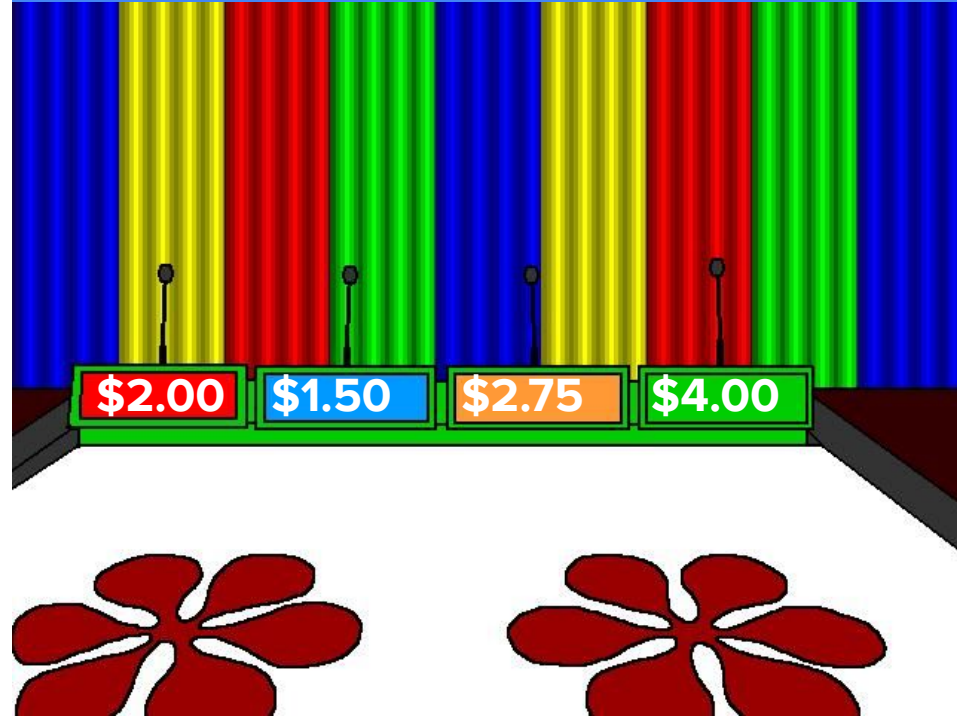


# Setting the Right Price

Setting and maintaining proper pricing means success for the long term



the **price** is right





# Considerations When Setting/ Updating Fees

Trash Reduction: Continuous progress

Transparency: Fees reflect accurate cost of services

Equity: Fees should be proportional or progressive

Fairness Across the Board:  
Muni service vs. private subscription

Bulky Items

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# Consider the Needs of Your Population

**Seniors**

Lower waste  
generators, fixed  
income, don't like  
big carts

**Young Families**

Need flexibility  
and occasionally  
extra capacity

**Multi-family  
dwellings,  
Apartments,  
Condos**

How served?  
Carts, dumpsters,  
individual units?

**Public Housing  
and Low Income**

Equity and  
Inclusion



# **Costs Change Over Time: Evaluate Each Year**

Be sure to look at:

- Disposal fee (trash tipping fee)

- PAYT bags

- Program Staffing: Collection, administration, prevailing wages

- Adding Carts

- Education and outreach

# Funding Programs: Stay Up to Date

## •FIXED COSTS

- Tax base
- Flat fee (Curb or TS)
- Combo

## •VARIABLE COSTS

- Bag/sticker fee (including overflow)
- Bulky waste fee





# Example of Fee-Setting for PAYT Bags

## DISPOSAL

- Trash tipping fee FY2026= \$100/ton
- This equates to \$0.05/pound
- Avg weight of filled 33 gal PAYT trash bag= 25 lbs
- $25 \times 0.05 = \$1.25$

## BAGS

- Add the cost of the bag ~\$0.40

**Round up:** *\$2.00/bag minimum fee*





# Creating the Right Incentives

## PAYT bag program:

- The fee for a 33gal trash bag vs a 16gal trash bag
  - Proportional
    - E.g., \$2.00/bag for 33gal, \$1.00/bag for 16gal
  - More expensive for larger bag
    - E.g., \$2.50/bag for 33gal, \$1.00/bag for 16gal

Goal = Waste Reduction, support use of smaller bag coupled with options for reuse, recycling, and composting.



# Example of Overflow Fee-Setting with 35-gal trash carts

## DISPOSAL

- Trash tipping fee FY2026= \$100/ton
- This equates to \$0.05/pound
- Avg weight of filled 35 gal cart= 27-30 lbs
- @30 lbs. x \$0.05= \$1.50/week x 52= \$78

## Considerations for Overflow Trash

- PAYT bag
- Additional 35-gal trash cart: annual fee to rent, dispose of trash, include collection fee

# Don't Forget Bulky Items

If trashed, it is bulky waste.

If reused or recycled, think of it as bulky items.

Reuse: Promote donation, e.g. furniture banks, HfH, local sharing sites, etc.

Recycle: Appliances, solid wood items, bulky rigid plastics (if not reusable)

Limits are essential: You don't want your muni to invite bulky waste in due to "over generous" collection policies.





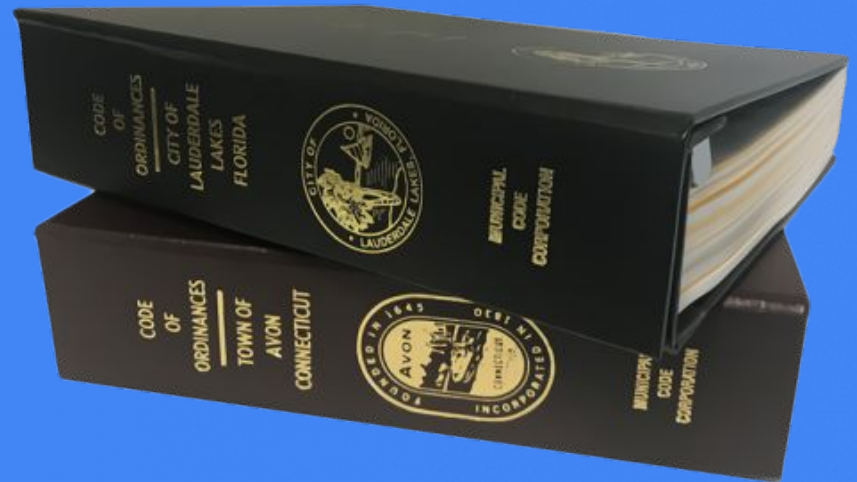
# Diversion Opportunities and WHY

- **Waste Bans!**
- **C**limate impact of waste
- **R**ecycling centers/CHARMs
- **R**euse: swap, donations, online, etc.
- **F**ood scraps/organics
- **M**ake it convenient
- **P**romote heavily and ongoing
- **M**ultilingual
- **D**ifferent forms of outreach



# Putting PAYT on paper

How incorporating Pay As You Throw  
language in your contract and putting  
it in your code/ordinance adds to  
success



# Trash Limits in the Contract = Waste Reduction



# The Trash Limit Should be in the Contract

MassDEP



## **PAYT Bags Curbside**

“The Hauler will only collect trash in an approved MUNICIPAL Pay As You Throw (PAYT) Bag that residents purchase at local retail stores”



## **PAYT 35-Gallon Carts**

“Solid waste containers shall be furnished by the MUNICIPALITY and will be a 35-gallon issued wheeled cart, which when loaded is not to exceed a weight of forty (40) pounds. MUNICIPALITY approved OVERFLOW Bags, available at local retail stores, shall be used for any over flow/extra trash above and beyond the 35-gallon cart limit”.



# PAYT Bags Are On State Contract



[FAC86 Master Blanket Purchase Order PO-15-1080-OSD01-OSD10-00000003365](#)

Don't reinvent the wheel by going out to bid—use the State Contract

**State Contract FAC 86** saves time, offers state-negotiated pricing, prompt pay discounts, bulk purchase pricing, extended warranties while providing best value for your municipality.

The negotiated price list is the ceiling. Contract users may request that the Vendor provide a lower price.

DON'T **REINVENT**  
THE WHEEL JUST TWEAK IT  
TO SUIT YOUR NEEDS







# **Contract Administration for Municipal PAYT Hauling Contracts**

# Manage the Contract

- Monitor the contract
- Confirm Quality Service
- Keep track of service, key dates & milestones
- Maintain a Contract File



# Monitor the Contract

Have an effective contract monitoring approach. Get out on the routes. Periodically meet with Route Supervisor and drivers. Follow up on resident complaints and observe situations when you can.



## TRASH TIP

**AVOID SNOW CONES!**

Waste should be contained inside the container with the lid shut.





# Ensure Compliance

- Ongoing **education & outreach** to ALL households: [RecycleSmartMA](https://recyclesmartma.org)
- Compliance:
  - Curbside Hauler is your partner
  - Daily tag lists, with muni follow-up
- Transfer Station attendants' oversight



## Gobble up these recycling tips!



### RECYCLE

paper, cardboard boxes, clean aluminum foil, pie plates, glass and plastic bottles, cans, clear plastic cups



### COMPOST

leftovers, paper napkins or towels, paper plates



### REDEEM

glass, plastic, and metal beverage containers with deposit



### TRASH

plastic wraps, plastic utensils, colored plastic cups

Learn more at [recyclesmartma.org](https://recyclesmartma.org).



# Confirm Quality Service

- Maintain Weekly reports of missed pickup and other complaints.
- Work to improve service by resolving inefficiencies that create poor performance



# Keep Track of Service, Key Dates and Milestones

- Maintain monthly records on trash tonnage and recycling and compare to prior year. Reconcile all invoices before paying.
- Remember to start the RFP process for a new contract two years before the current contract expires



# Maintain a Contract File

- Signed and executed contract
- Contract Plan
- Weekly reports and other notes
- All correspondence and records of communication
- Tracking of tonnage and other data
- All invoices and receipts



# Implementing Private Hauler Regulations

- Ensures Compliance with Waste Bans
- Requires Bundled Service of Trash & Recycling Service
- Provides Recycling Service for all. Brings recycling to unserved populations
- Creates a level playing field for all haulers and generators. Private and municipal.





# Is Your Drop-off Program Shrinking?

## Is it time to move to a curbside Program?

	Transfer Station (TS)	Total	Served	Percentage of	Annual	Cost of 52	Total Cost
Municipality	Curbside with 1st 35 gal	Households	Households	Households	Sticker	30 gal PAYT Bags	per Household
Acton	TS	10121	4497	44%	\$100	\$133	\$233
Sudbury	TS	5488	889	16%	\$180	\$135	\$315
Wayland	TS	5903	1755	30%	\$195	\$156	\$351
Longmeadow	Curbside - 35 gal	5779	5500	95%	-	35 gal included	\$196
Swampscott	Curbside - 35 gal	6260	5070	81%	-	35 gal included	\$302
Wrentham	Curbside - 35 gal	4393	4162	95%	-	35 gal included	\$246

CY23 Cost per household for Transfer Station = annual sticker + 52 weeks of PAYT bags

CY23 Cost per household for Curbside 35 gal = Hauling Contract+MSW Disposal+Recycling Processing Costs /Served Households





# The Environmental Case for Moving from a Drop-off to a Curbside Program

	<i>Personal Vehicles to Transfer Station</i>	<i>Commercial Waste Hauler</i>
<i>Miles per trip</i>	5 miles	127 miles
<i># of trips</i>	2,500 individuals, once a week	2 (trash hauler and recycling hauler, once a week)
<i>Average MPG of vehicle</i>	25 mpg	3 mpg
<i>Gallons of fuel per week</i>	500 gallons/week	85 gallons/week
<i>Pounds of CO2 per fuel type</i>	18.74 pounds CO2/gallon gasoline	22.46 pounds CO2/gallon diesel
<i>Total Carbon emissions</i>	9,370 pounds CO2 emissions	1,909 pounds CO2 emissions

\*Emissions saved by switching to a waste hauler: 7,431 pounds CO2 emissions every week or 386,412 pounds CO2 emissions annually

Town the size of Acton was used for this model.

# Building a Great Model

Successful examples from munis who are making the best of PAYT





# One Size Does Not Fit All

**Dartmouth:** well rounded with many options for resident for disposal

**Malden:** Unique model to fit their residents needs

**Natick:** well rounded with many options for resident for disposal

**North Attleboro:** well rounded with many options for resident for disposal; just moved to carts

**Weston:** Yearly reviews of bag prices, transparency

**Worcester:** Use of the press and good communications, thinking outside the box

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# Dartmouth

- PAYT bags started 2007
- Recycling and Trash at and drop off
- 87% eligible hh use program
- 1055 lbs annually per hh
- Program funded: bags, access fee, TS per visit fee

## Keys To Success

- Active recycling center: CHARM plastic bags and film and organics June 2024
- Regional Programs with Greater New Bedford Reg. Refuse Management District
- Muni Collected Trash

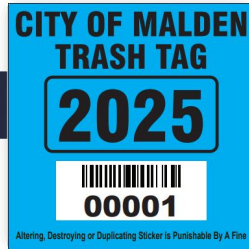
# Malden

- PAYT bags started 2008; 2021 moved to carts
- Recycling and trash at curb
- 68% eligible hh use program
- 1360 lbs annually per hh
- Program funded: bags or sticker and taxes

## Keys To Success

- PAYT bags in carts or buy sticker on cart for regular trash bags in cart
- Active recycling center: CHARM, paper shredding, U-Waste
- Adopted Private Hauler Regulations
- Special Summer Door Tag

# Malden



Altering, Destroying or Duplicating Sticker is Punishable By A Fine

## Special Summer Ambassador Education Door Tags

Please correct this before your next collection.

### WHAT WE FOUND



#### NO CART USED



#### NON-RECYCLABLE ITEMS



#### OVERSTUFFED CART



#### NO TRASH TAG



#### OTHER ISSUES

### HOW TO CORRECT IT

Trash & Recycling must be placed in a cart to prevent rodent activity and litter. Use your City-issued carts with a Trash Tag or blue bag. You can also use blue bags and put them in a store-bought lidded cart.

Not all materials marked with ♻️ can be recycled. Please check our Waste Wizard database at [CITYOFMALDEN.ORG/WASTE](http://CITYOFMALDEN.ORG/WASTE)

Cart lids must be completely shut to prevent litter and critters. If your carts are constantly overstuffed, you will need to get more lidded carts.

You can purchase more carts here:



To use standard household trash bags, you must purchase a Trash Tag and place it on your City-issued black trash cart. Or you can use blue PAYT bags in your cart.

# OOPS!



Something was not quite right with your trash/recycling

# Natick

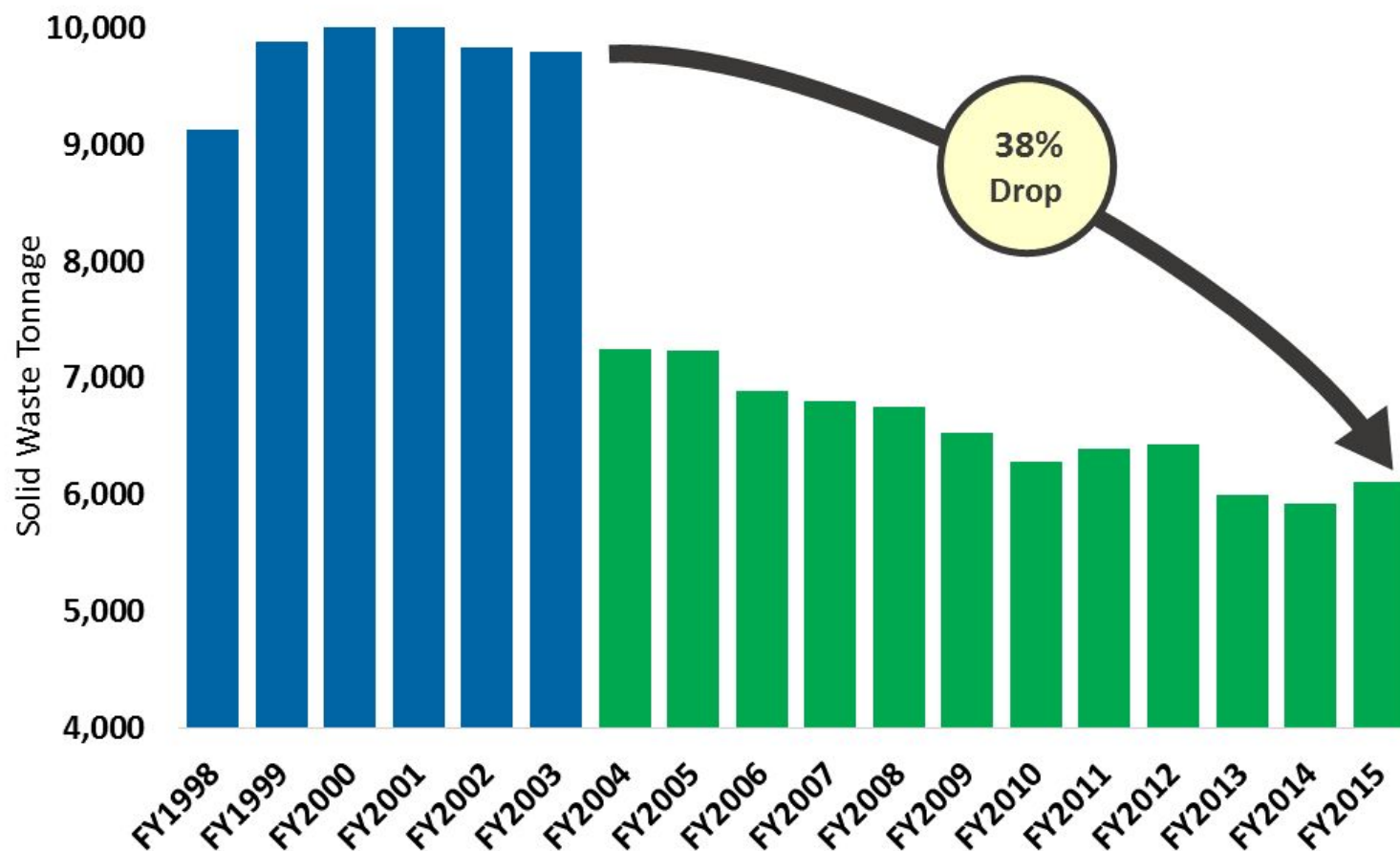
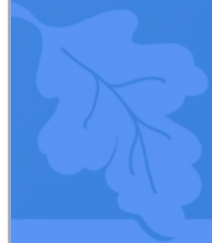
- PAYT bags started 2003
- Recycling and trash curbside
- 79% eligible hh use program
- 1082 lbs annually per hh
- Program funded: bags and taxes

## Keys To Success

- Muni Collected Trash
- Active recycling center: CHARM, paper shredding, U-Waste
- Organics curbside partially funded by town; free bins
- 5750 free bags given to families in need
- Great explanation about PAYT on website

# Natick, Mass., Solid Waste Tonnage, FY1998 - FY2015

MassDEP



Key: ■ Before PAYT ■ With PAYT

Source: Natick Department of Public Works

# North Attleborough

- PAYT bags started 1998; moved to 35 gallon carts 7/24
- Recycling and trash curbside and drop off
- 85% eligible hh use program
- 1187 lbs annually per hh
- Program funded: transfer station permit, annual fee

## Keys To Success

- Bags, scale and stickers at station, move to carts did increase tonnage as expected
- Active recycling center: CHARM Organics drop off, Swap Shop soon, U-waste collection
- Private hauler regulations

# Weston

- PAYT bags started 2021
- Drop off for trash and recycling
- 43% eligible hh use program
- 680 lbs annually per hh
- Program funded: TS sticker (\$5), bags and property tax

## Keys To Success

- Active recycling center: CHARM; U shed, bulky plastic, organics
- Yearly reviews of bag prices
- Transparency
- Private hauler regulations
- Meeting residents needs



FY 2024

## Town of Weston Monthly Waste Analysis Report

Item	Hauler	Loads	Weight	Tons	Haul Cost	Tipping Cost	Total Cost	Tipping Cost/Ton	Total Cost/Ton	% of Total Cost
Solid Waste	Lawrence Waste	63	1,224,540	612.3	\$20,475.00	\$46,294.31	\$66,769.31	\$75.61	\$109.05	42.67%
CRT/Freon	Data Recycling of NE	19	17,610	8.82	\$0.00	\$255.00	\$255.00	\$28.91	\$28.91	0.16%
CRT/Electronics	Data Recycling of NE	50	25,225	12.12	\$0.00	\$3,583.00	\$3,583.00	\$295.63	\$295.63	2.29%
CRT/Light Bulbs	Veolia	1	1,220	0.61	\$0.00	\$1,395.20	\$1,395.20	\$2,287.21	\$2,287.21	0.89%
Donations	Various	211	119,410	59.71	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%
Cardboard	Lawrence Waste	42	255,440	127.7	\$11,000.00	-\$3,818.55	\$7,181.45	(\$29.90)	\$56.23	4.59%
Glass	Lawrence Waste	72	275,960	78.76	\$3,025.00	\$4,273.00	\$7,298.00	\$54.25	\$92.66	4.66%
Plastic	Lawrence Waste	17	101,000	50.5	\$4,500.00	\$3,767.84	\$8,267.84	\$74.61	\$163.72	5.28%
Mixed paper	Lawrence Waste	53	369,500	184.8	\$14,575.00	\$2,604.15	\$17,179.15	\$14.10	\$92.99	10.98%
Bulky Plastic	Lawrence Waste	10	40,080	20.04	\$2,975.00	\$2,993.95	\$5,968.95	\$149.40	\$297.85	3.81%
Grade B Wood	Lawrence Waste	25	166,360	83.18	\$7,500.00	\$11,133.45	\$18,633.45	\$133.85	\$224.01	11.91%
Brush/Logs	Lawrence Waste	43	374,280	187.1	\$10,750.00	\$0.00	\$10,750.00	\$0.00	\$57.44	6.87%
Grass/Leaves	Lawrence Waste	37	477,260	238.6	\$9,250.00	\$0.00	\$9,250.00	\$0.00	\$38.76	5.91%
Textiles	Baystate Textiles	48	45,300	22.65	\$0.00	-\$2,811.60	(\$2,811.60)	(\$124.13)	(\$124.13)	-1.80%
Metal	Framingham Salvage	21	168,700	84.35	\$0.00	-\$9,454.51	(\$9,454.51)	(\$112.09)	(\$112.09)	-6.04%
Propane Tanks	Mighty Flame	1	640	0.32	\$0.00	-\$48.00	(\$48.00)	(\$150.00)	(\$150.00)	-0.03%
Batteries	Batteries Plus	24	700	0.36	\$0.00	\$770.50	\$770.50	\$2,140.28	\$2,140.28	0.49%
Sharps/Medical	United Medical Waste I	5	400	0.2	\$0.00	\$550.00	\$550.00	\$2,750.00	\$2,750.00	0.35%
5 cent deposit	Waltham Redemption	25	28,370	14.19	\$0.00	-\$4,993.75	(\$4,993.75)	(\$351.92)	(\$351.92)	-3.19%
Mattresses	Lawrence Waste	8	11,340	5.67	\$2,850.00	\$5,543.55	\$8,393.55	\$977.70	\$1,480.34	5.36%
Food Waste	Black Earth	78	120,220	60.11	\$7,551.60	\$0.00	\$7,551.60	\$0.00	\$125.63	4.83%
Grand Totals		853	3,823,555	1912	\$94,451.60	\$62,037.54	\$156,489.14	\$32.45	\$81.86	
Totals Recycling		782	2,587,675	1294	\$73,976.60	\$15,743.23	\$89,719.83	\$12.17	\$69.34	
Recycling Rate	67.68%									
Recycling Rate W/O Yard Waste	58.64%									
Recycling Cost/Ton	\$69.34					\$ 110.28			Total Cost SW&R	\$ 82.25

# Worcester

- PAYT bags started 1993
- Recycling curbside and drop off
- 82% eligible hh use program
- 878 lbs annually per hh(no BW)
- Program funded: bags and taxes

## Keys To Success

- Municipal collected trash
- Active recycling center: CHARM, open to ALL residents
- Use of the press and good communications
- Thinking outside the box

# Worcester Outside the Box



## Trash Talk with Zero Waste Coordinator

A video series where we answer your questions about trash and recycling from the City of Worcester's Zero Waste Coordinator.

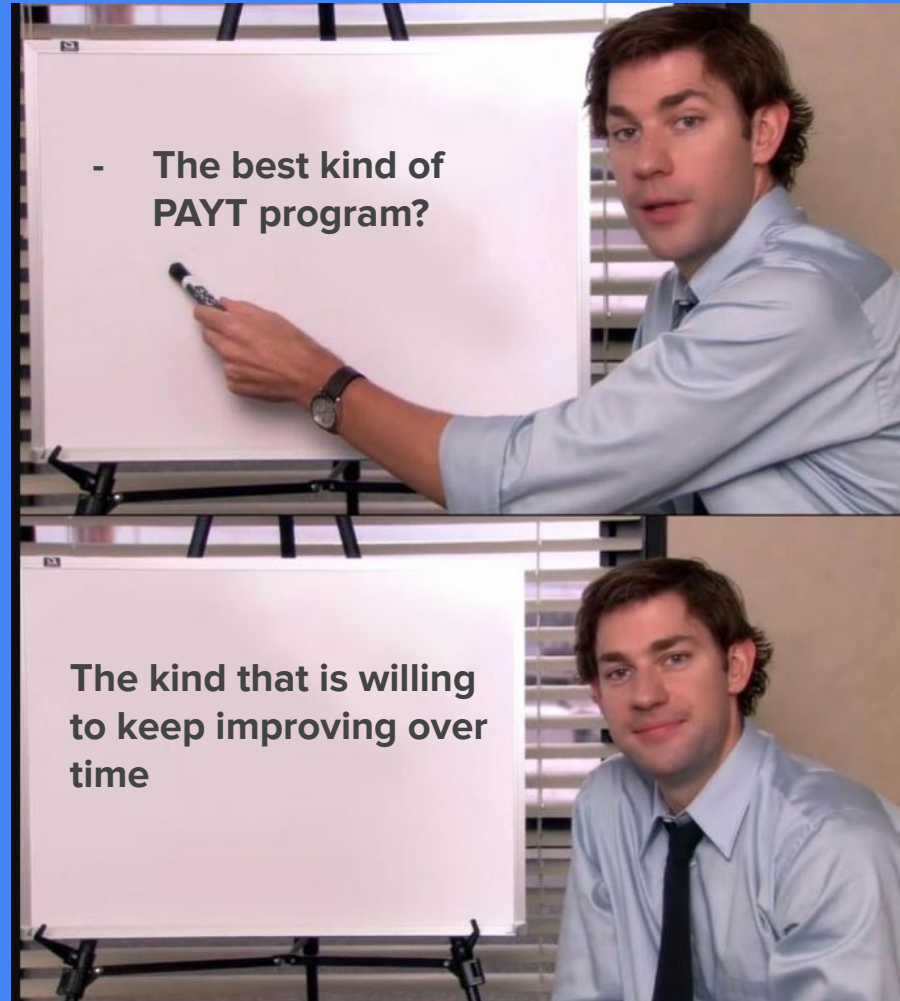
[View Playlist in Larger Window](#)



**22 gallon  
vented lid**

# Top Tips

Some additional great ways to make your PAYT program stick.







# Top Tips - Let's Make PAYT Stick

## Add PAYT to your Climate Action Plan

Adding waste reduction goals to your CAP gives you a hook to hang your PAYT program on.



"To achieve our net zero goals, Cambridge is committed to reducing solid waste through improved recycling, composting initiatives, and community engagement programs that promote sustainable consumption and waste reduction." - **City of Cambridge**

"Achieving zero waste is critical for reducing emissions. Somerville will implement programs to increase recycling and composting while promoting practices that reduce overall waste generation among residents and businesses." - **Town of Arlington**



"Boston aims to reduce waste generation and increase diversion rates by promoting recycling, composting, and responsible consumption. Initiatives include expanding curbside composting, enhancing recycling programs, and encouraging waste reduction practices among residents and businesses." - **City of Boston**

"Achieving zero waste is critical for reducing emissions. Somerville will implement programs to increase recycling and composting while promoting practices that reduce overall waste generation among residents and businesses." - **City of Somerville**





# Top Tips - Let's Make PAYT Stick

## Use Grant Funding to Upgrade / Improve

Sustainable Materials Recovery Plan funds in the form of PAYT and/or RDP Funds



### Model Programming

Convert from one bag/barrel free to no bags/barrel free	\$5
Transition from a sticker or punch-card program to a bag program	\$5
Provide each HH with an automated trash cart of 35-gallons or less	\$30

- Dedicated Enforcement Coordinator salary - up to 5 years
- New Recycling Coordinator position or Zero Waste Coordinator salary - up to 5 years
- Project-based temporary staffing for specific waste reduction projects
- Tablet for monitoring and enforcement of mandatory recycling and contamination reduction
- Expansion of municipal waste reduction programs to include households not traditionally served through municipal programs (e.g., public housing, mobile home parks, condos, large apartment complexes, transitional housing, etc.)
- PAYT program costs including bags, educational materials, recycling stickers, and additional staff
- Consultants for local or regional initiatives that will increase diversion through recycling, composting, reuse, repair, and toxic/hazardous collection. Examples include recycling collection and processing bid development; Pay-As-You-Throw analysis; organics diversion program planning; recycling composition and contamination audits; and waste characterization studies. See Statewide Contract for Professional and Environmental Consulting Services [PRF77](#). With the exception of combined solid waste and recycling procurement assistance, funds may not be used for solid waste transfer or disposal facilities and/or programs.

# Top Tips - Let's Make PAYT Stick

Strive 100% Participation and/or 100% Acceptance



## Drop or Curbside

- For dropoff communities work on your opt-in promotions constantly
  - Zero waste events, tabling, sustainability fairs
- For curbside communities WITH competition
  - Be sure you have private hauler regulations in place
- For curbside communities WITHOUT competition
  - Focus on compliance and work on promoting the benefits of the program.

## Universally for ALL PAYT Communities

- Encourage environmentalists that waste is being reduced.
- Reassure the financial skeptics that the process is equitable for residents
- Be transparent in the financials
- Keep talking about the program for better or worse



# Top Tips - Let's Make PAYT Stick

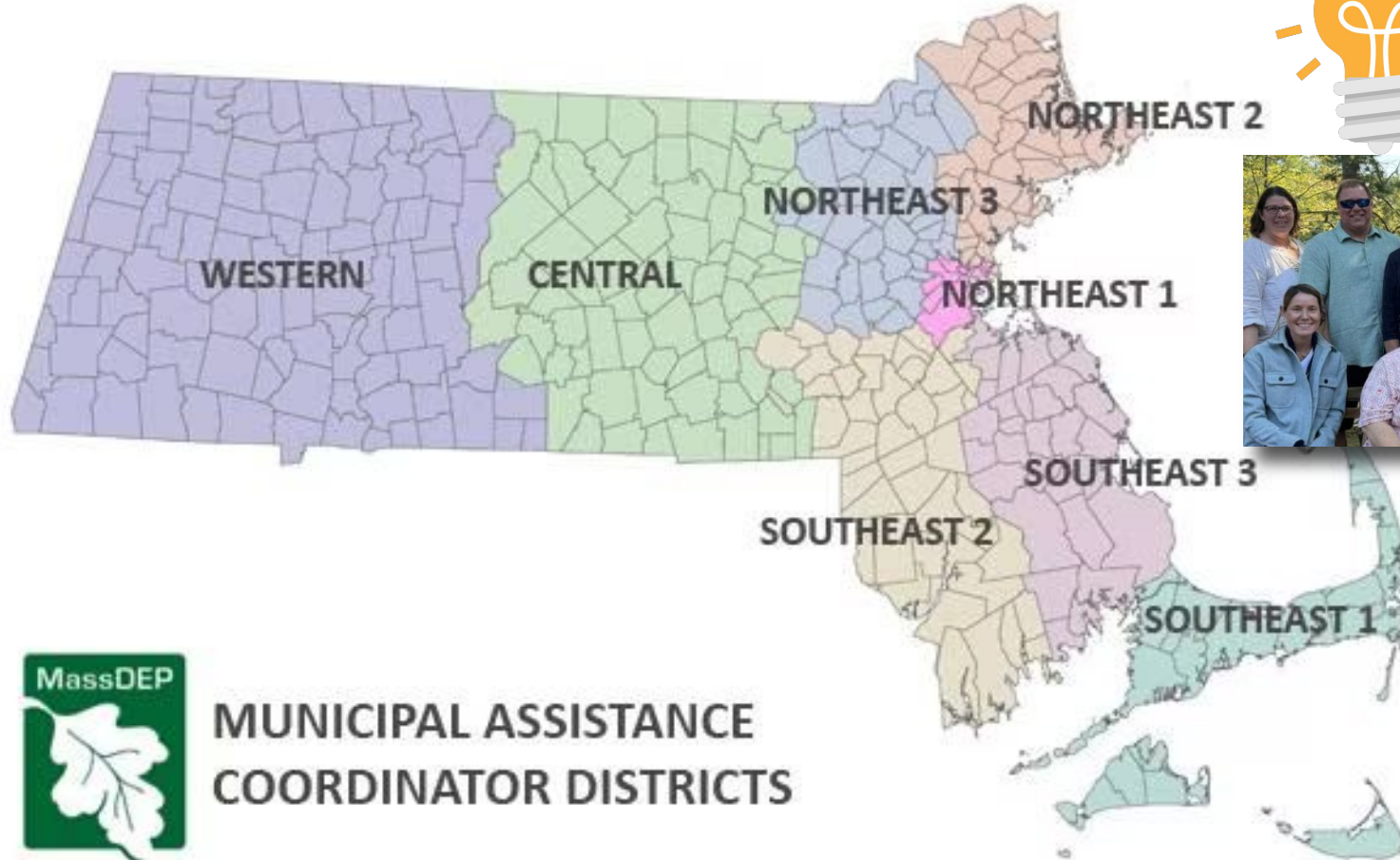
## So Many More

Pick and choose “a la carte”

- Bulky item fees
- Bags in carts
- Tags on carts
- Create a Zero Waste Plan
- Talk to your drivers to reveal potential issues.
- Enforcement - start or ramp it up
- Ongoing education
- Continuously share the benefits of the program with your community.
- Charge for overflow.
- Reduced fees for eligible members of your population
- Abatements for diversion efforts
- SHARE YOURS IN THE CHAT!!



# Grants and Technical Assistance



**MUNICIPAL ASSISTANCE  
COORDINATOR DISTRICTS**

# Help is Available!



- **Central District - Irene Congdon**

- Phone: 413-348-9353
- Email: [icongdon@mrpc.org](mailto:icongdon@mrpc.org)

- **NE District 1 - Ron Cochran**

- Phone: 617-519-0091
- Email: [ron.h.cochran@mass.gov](mailto:ron.h.cochran@mass.gov)

- **NE District 2 - Brian Walsh**

- Phone: 508-566-7227
- Email: [bwalsh@cityofmelrose.org](mailto:bwalsh@cityofmelrose.org)

- **NE District 3 - Julia Greene**

- Phone: 781-918-4271
- Email: [jgreene@bedfordma.gov](mailto:jgreene@bedfordma.gov)

- **SE District 1 - Kari Parcell**

- Phone: 508-375-6974
- Email: [kari.parcell@barnstablecounty.org](mailto:kari.parcell@barnstablecounty.org)

- **SE District 2 - Missy Hollenback**

- Phone: 508-748-5658
- Email: [mhollenback@taunton-ma.gov](mailto:mhollenback@taunton-ma.gov)

- **SE District 3 - Todd Koep**

- Phone: 781-293-1775
- Email: [todd.koep@halifax-ma.org](mailto:todd.koep@halifax-ma.org)

- **Western District - Susan Waite**

- Phone: 413-800-6235
- Email: [swaite@pvpc.org](mailto:swaite@pvpc.org)



# Questions

Thank you for attending today's webinar.

Any questions?