

The Board of Selectmen apologize to all Strafford residents who were impacted by the unplanned shutdown of the Transfer Station at noon on Sunday, June 2, 2024.

The following is provided to summarize the occurrences, and the steps we are taking to avoid a recurrence of Sunday's shutdown.

Contributing issues:

- The Town is experiencing challenges associated with delayed response from Waste Management to our hauling requests. This results in full containers not being available for use. We understand that Waste Management has been experiencing ongoing staffing issues with drivers and haul requests that previously had been filled within a day or two are now taking multiple days to fulfill.
- In addition, we lost one of our two household trash compactors on May 26<sup>th</sup> and are waiting a replacement motor from Waste Management. We discontinued acceptance of demo for the weekend in an effort to utilize those containers for household trash disposal. However, the quantity of household trash received over the weekend exceeded our expectations and we unfortunately had to shut down an hour early on Sunday.
- We are also experiencing a significant summer volume increase this year. The annual seasonal increase is expected, however, to date, the increase is larger than we have typically seen in the past.

As a result of this weekend's shut down, the ongoing challenges associated with timely hauls with Waste Management, and increased disposal volume, we are taking the following actions:

- First, we are putting more containers on automatic pick up with Waste Management. This will help alleviate scheduling challenges as it (in theory) locks in the pick-up schedule; however, we run the risk of hauling partial loads- the haul fee is a significant amount for each pick up. This is not cost-effective, yet it is better than having to shut down.
- Second, construction demo has been an increasing challenge for our facility- we added an additional container to have on-site for backup and overflow situations such as this, however, we could not keep up with this weekend's volume which was exacerbated by the household trash compactor being down. We are looking at options and alternatives to our current cost free construction demo disposal, and limiting quantity of disposal per visit.
- Finally, we will be reissuing new stickers to ensure that only authorized disposal is occurring. As part of this effort, we will be issuing an updated fee schedule that better aligns with our disposal costs and what neighboring towns charge.

Thank you for your patience in this matter. We request that you refrain from taking out your frustration on the Transfer Station staff. Please contact the Board of Selectmen if further discussion is necessary.