

FAQ's New Cart-Based Program

HOW IS TRASH AND RECYCLING COLLECTED IN A TOTE/CART-BASED PROGRAM?

Totes/carts are collected using an automated or semi-automated collection device attached to the collection vehicle. Acceptable waste and recycling must fit in your tote/cart with the lid closed. Place at the streets edge the night before or by 6 am the day your collection is scheduled.

WHAT IS THE BEST WAY TO PLACE MY TOTE/CART FOR COLLECTION?

Place totes/carts a minimum of three (3) feet away from cars, mailboxes, and other objects. Handles/wheels should face towards your residence with the lid closed. Place totes/carts at the streets edge either the night before or by 6 am the day of collection.

MAY I USE A CAN OR CART NOT PROVIDED BY MY COMMUNITY?

No, only totes/carts issued by your community will be collected.

WHAT ITEMS ARE COLLECTED?

Acceptable waste and recycling must fit in your tote/cart with the lid closed. Place at the streets edge the night before or by 6 am the day your collection is scheduled.

WHAT IF I HAVE TRASH THAT WON'T FIT IN MY FULL TOTE/CART?

If you need more capacity for trash and recycling, contact your community to see if you can purchase additional service.

WHAT ARE BAG TAGS?

Bag Tag Stickers are available in most communities for purchase. Bag Tag Stickers can be placed on bags of waste when you have the occasional need for more service capacity (trash tote/cart is full). Bag Tag Stickers are placed on 30-gallon size bags (40-pound weight limit). You will place the bags with pre-purchased Bag Tag Stickers next to your full trash tote/cart and in clear view of the driver. Driver will only collect bags with a sticker. Do not place stickers on trash cans and do not place bags with stickers in trash cans.

WHEN ARE LARGE ITEMS COLLECTED?

This newsletter features a calendar that identifies dates when bulk items will be collected in your community as well as a list of commonly acceptable and unacceptable bulk items. We recommend consulting your community's website for current and up to date information about your specific program.

HAS RECYCLING COLLECTION CHANGED?

A menu of the "Best Items to Recycle" is included. Acceptable materials for recycling must be placed loose in your recycling tote/cart with the lid closed. For safety reasons, recyclables placed in a bag will be considered waste and will be disposed of.

Cardboard flattened and properly sized should be placed next to your full tote/cart for collection. Cardboard and other acceptable recyclables will be collected ONLY if the driver can safely place it into your tote/cart once its emptied. To ensure collection, flatted and size cardboard so it can fit into your emptied cart with the lid closed.

Cardboard boxes will no longer be collected as trash on your "off" recycling week.