

## **FREQUENTLY ASKED QUESTIONS – AUTOMATED COLLECTION**

March 12, 2020

### ***What is Automated Collection?***

Automated collection is a thoroughly proven method of residential solid waste collection used by communities as a cost-effective option to manual collection. Each home is provided with a wheeled automated cart, which is easy to roll for placement curbside on the designated collection day. The garbage trucks, equipped with a lifting device on the curbside, will lift, empty and return the carts to the same spot. The operator never has to leave the truck cab, but controls the entire loading operation from his/her cab. The entire collection process takes about 15 seconds to complete. The 95-gallon carts will hold up to 335 pounds of trash (as much as three typical garbage cans) but are still easy to roll to the curb.

### ***What is Semi-Automated Collection?***

Semi-Automated Collection is similar to Automated Collection except that a collection will have to wheel the automated cart to the truck for lifting. In a semi-automated collection the operator is controlling the loading operation from the side of the truck and not from the cab.

### ***Why is the City changing to Automated Collection?***

Automated collection will increase efficiency of refuse collection while improving safety. Worker injuries are reduced thereby reducing worker compensation claims and insurance costs. Overall operating costs are reduced. Provides stable and supports ongoing assurances that future pickup will remain and improve. It has been shown in other communities to improve recycling efforts and reduce amount of refuse processed, and therefore, lower costs for disposal.

City provides the cart, so no more trash cans to buy. The carts are maneuverable and easy to roll. Carts feature large wheels and do not need to be picked up and carried. Residents will only have to wheel out a single container trash cart each week and their recycling cart every other week. Snug fitting lids are attached to the cart so they won't blow off or get lost. Litter, odors, animal and fly problems are

greatly reduced improving the quality of life and aesthetics of the neighborhood.

Carts are stable and will withstand winds from 37 to 48 mph. Carts have a smooth interior for ease of cleaning.

***What should I do with my old trashcans?***

We recommend repurposing your old trash containers for use around the house for other storage needs. If you do not wish to keep your old trash container, plastic trash containers can be placed into the automated collection carts for disposal. Metal containers (empty) can be left curbside for collection through our Bulk Waste Program so please call ahead. Your metal garbage can will not count as one of your 4 free bulk collections. Please do not place metal trash containers in the carts for disposal.

You can also bring your old trash containers to the City of Kenosha Drop Off site for no cost on Tuesday's between 9:30 am and 5:00 pm and Saturday's between 8:00 am and 3:30pm (except holidays) to the recycling area.

***How many carts and what size carts will I get?***

Single Family homes through four unit households are eligible to have their trash and recycling picked up through the City's program. Residences listed as single family households will receive one 95-gallon wheeled cart for trash and one 95-gallon wheeled cart for recycling. Residences listed as a two-household will receive two 95-gallon carts for trash and two 95-gallon carts for recycling and so forth up to four units.

We are asking all residents to keep their 95-gallon carts for a minimum of one month. If at that time a resident wants to lease a smaller can please contact the Department of Public Works at that time for more information.

***Is my garbage and recycle day changing?***

NO. Your trash day and recycle collection will remain the same. Please have your trash and recyclables out no later than 6:00 am on your day of collection or no earlier than 6:30pm the evening before.

***When should I put the cart out?***

Your cart must be at the curb by 6:00 am on your trash day. After your cart is

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emptied, remove it from the curb that day.

***Where should I put my cart?***

Carts must be placed at least three feet from obstacles such as utility poles, mailboxes, fire hydrants, trees, parked cars or other obstructions that may interfere with your collection. Carts should be as close to the curb as possible but no further than six feet away from the curb edge. Make sure the container handle faces away from the street toward your home.

***Why do the handles on the garbage containers need to be facing my house?*** To allow for proper collection, the mechanical arm fits the carts molded body when facing towards the street. The automated arm cannot turn the container around as it picks it up. Dumping the container “backwards” can break or damage the cart and/or other equipment on the vehicle. Therefore, containers must be placed with the handles facing the house.

***Why do the arrows on the carts need to be pointing towards the street on your collection day?***

To allow for proper collection, the mechanical arm fits the carts molded body when facing towards the street. The automated arm cannot turn the container around as it picks it up. Dumping the container “backwards” can break or damage the cart and/or other equipment on the vehicle. Therefore, containers must be placed with the handles facing the house.

***Why do I need to provide space between my garbage cart, recycling bin and other items out for collection?***

A different vehicle collects each item, so access is important. Also, the collection arm on the automated truck requires space to make the collection safely so that it will not tip over other containers or damage your property. Please keep the containers at least three feet from obstacles such as utility poles, mailboxes, fire hydrants, trees, parked cars or other obstructions that may interfere with your collection

***What about Street Parking?***

So that the collection truck can easily approach the container, we ask that you do not park in front of your containers on collection days.

***What happens when parked cars block access to the wheeled carts?***

Occasionally this will be an issue with the program and we expect that this may happen from time to time. The first couple months of the program will be an adjustment period. As in other communities that have implemented automated collection programs, the City will work in cooperation with the residents to resolve such instances.

***Is there a fee for the Automated Collection and/or Carts?***

The costs for the carts, collection and disposal are included with your residential taxes.

***When is the program going to start?***

The City's Contractor will begin automated collection starting late summer of 2020. The City will be sending out more information pamphlets as the rollout date comes closer.

***When and how will bins be distributed?***

Distribution will begin late summer. It should take about two weeks to distribute over 64,000 carts to each residential unit in Kenosha receiving curbside trash and recycling service. Information on the use of the carts will be included with the cart. The City will be sending out more informational pamphlets as the rollout date comes closer. Both trash cans will be delivered to your home and placed on the parkway.

***What can I put in the trash cart for trash collection?***

Only bagged household trash can be put in your trash container. Please do not put loose trash into your trash cart. Do not place recyclable materials, construction refuse, yard waste, demolition refuse or hazardous materials in your cart.

***What can I put in the recycling cart for recycling collection?***

Only **unbagged and rinsed** household recycling can be put in your recycling container. Please do not put recyclables in plastic bags. Plastic bags are not acceptable in curbside recycling programs as they cause damage to the recycling facility processing equipment. Place recyclables loose and directly into your recycling cart. Paper items may be placed in a paper bag. Do not place trash materials, construction refuse, yard waste, demolition refuse or hazardous materials into your recycling cart.

***Can I use another container?***

NO. Only the carts issued by the city can be used. Trash left outside the carts will not be collected. Carts that are blocked or turned the wrong way cannot be emptied.

***What size are the carts?***

The standard 95-gallon cart is 29.2” wide, 33.3” deep, 43.5” tall and weighs 35 pounds empty.

***Will a 95-gallon cart be large enough for my trash?***

Experience by other communities has shown that a smaller 65-gallon cart is adequate for most homes. A 95-gallon cart holds approximately 8 average-filled, 13-gallon trash bags. The larger 95-gallon cart is provided to provide additional room for trash disposal. One 95-gallon cart holds the equivalent of three average garbage containers. Proper recycling also helps reduce the volume of garbage. A survey conducted by another municipal found that 95% of the 40 communities surveyed use 64-gallons or smaller. Proper recycling will also greatly reduce the volume of your trash.

***I have more trash that can fit in the large cart. Can I get an additional cart? Are you recycling?***

Recycling materials will give you more room in your trash cart. Additional carts can be leased by the resident. Only 95-gallon carts are available for extra carts and all carts will become the property of the City of Kenosha.

***I'm cleaning out the Garage/Basement/Etc. and I have a lot of Refuse to Get Rid Of Right Now. Where can I dispose of it?***

The automated refuse collection program is not intended to provide this type of service. The resident must follow the regulations set for a curbside bulk waste collection or utilize the bulk drop off site.

***How will large items be collected such as furniture and appliances?***

The automated refuse collection program is not intended to provide this type of service. The resident must follow the regulations set for a curbside bulk waste collection or utilize the bulk drop off site.

***I do not have room for a cart. Can I continue to place my trash in bags curbside for collection?***

No. Only trash placed in the carts will be collected. The 95-gallon wheeled cart takes up less space than two typical 32-gallon trash barrels currently being used by residents. If storage space is an issue, City representatives can meet with you to discuss options.

***If the cart blows over will trash still be picked up?***

The 95-gallon cart selected is of an extremely stable design and can withstand side winds of 46 mph. You are still responsible for the proper use of the cart including bagging all trash and cleaning up any trash removed from the carts due to wind or other acts beyond the control of the City. The City will pick up any trash spilled as a result of the collection operations.

***What if my cart gets damaged or stolen?***

The carts are the property of the City of Kenosha and each one is assigned an address and a serial number. If the collection truck causes the damage or a result of normal wear, the City will replace the cart at no charge to you. Damage resulting from negligence or abuse by the resident will be the responsibility of the resident. All reports of damage or theft will be investigated and should be reported to the Police Department and Public Works Department. Upon verification by the Police Department, stolen carts will be replaced at no charge to the resident.

***If I move, do I take the cart with me?***

No. The cart is the property of the City of Kenosha and is assigned to each street address by means of a unique serial number. If you move, please leave the cart at your home. Please do not write house numbers or put any other markings on the carts.

***Why weren't the bags/boxes I placed on top of the cart collected?***

No. Waste is not to be placed on top of the automated container as it will fall off the container and leave a mess.

***My cart wasn't completely emptied, why?***

The automated container dumping process lifts the container upside down and stops with a slight jolt so waste in the cart will fall out, unless it has been wedged, forced, or compacted into the container with some force. The heaviest items



should be placed at the bottom of the container.

***Extra carts were left at my multifamily house even though I do not rent out any of the units. What do I do with the extra carts?***

All carts were distributed based on data on file with the Assessor's Department. If you do not need the additional carts please call the Public Works Department at 653-4050 and the extra carts will be picked up. A cart will be returned to you should you need it in the future. Any cart left curbside 48 hours after delivery will be removed by the city.

***Will my cart be emptied if it is placed in the wrong spot?***

During the first few collections, your cart will be emptied even if it is placed in the wrong spot. If you find your cart in a different location at the end of the collection day, please note where it is located and set out the cart at this location in the future.

***How do I dispose of my Yard Wastes?***

The City collects all yard wastes (grass, leaves and hedge trimmings) in the fall and spring each year for composting. Leaves and grass are banned from the landfill and cannot be disposed of with your normal household trash. The yardwaste drop off site at 4071 88<sup>th</sup> Avenue can be used between the spring and fall collections.

***I live in a Condo with dumpster service. Will I get a cart?***

No. All residential condominium associations currently receiving dumpster service will continue receiving dumpster service, individual carts will not be distributed. Dumpster service is an efficient form of automated collection.

***Can I write my name and address on the wheeled trash carts?***

No. The automated carts are the property of the City and therefore no resident shall write on, place stickers upon, or deface the carts in any way.

***What if my cart needs repaired?***

Contact the Department of Public Works at 653-4050.

***How should I clean my cart?***

Here are some ways to prevent odors or conflicts with wildlife:

- Wash your cart out regularly with a mild non-toxic detergent

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- Place your trash into garbage bags inside your cart.
- Rinse your recyclables prior to placing in your cart – Remember NO bags.
- Keep the lid closed at all times

***What if I don't have very much trash, do I still have to drag out the cart every week?***

No. However, if your garbage becomes smelly or potentially attracts wildlife, you may want it emptied every week. If you can store your waste safe from wildlife for more than a week, you can place your cart out only when it is full, if you prefer.

***I am moving into a brand new home in Kenosha; How do I get trash and recycling carts?***

Apply for a new cart at the Department of Public Works during normal business hours. Once your information is obtained, collection cart(s) will be assigned and delivered with a set of instructions.

***I already own a similar cart, can I use it instead?***

No. The carts delivered to you are designed to withstand the pressure placed on them by the collection equipment when the cart is being emptied.

***Who do I contact for more information?***

Contact the Department of Public Works at 653-4050 or [publicworks@kenosha.org](mailto:publicworks@kenosha.org)