

Automated Refuse and Recycling Collection

What is it?

Automated Collection is a service provided by the Town of Grand Chute that facilitates safe and cost-effective collection of household refuse and recyclables.

How does it Work?

All single-family, duplex and 3&4 unit households participating in the Town of Grand Chute's mandatory automated collection program will be provided one **64-gallon refuse container** and one **96-gallon recycling container** at no cost. These container sizes have been shown through experience to accommodate a week's worth of waste and two week's worth of recycling for most households.

If there are extenuating medical or physical circumstances where a larger or smaller cart is required, please contact the Public Works Department at the Town Hall (920-832-1581) to request a change. **Cart change requests after the placement of the initial cart order (October 21, 2010) will be charged an exchange fee of \$100 per cart.** A physician's written affirmation that an individual is not able to handle the standard cart sizes can result in a no-cost change to a smaller cart.

	64 GALLON UNIVERSAL Std. Refuse Cart	96 GALLON UNIVERSAL Std. Recycling Cart
		
Width	24"	26"
Depth	27"	34.5"
Height - Lid to Ground	41.5"	46"
Wheel Diameter	10"	10"/12"
Axle	5/8"	.844"

The carts will be supplied by and are the property of Veolia Environmental Services. Each cart distributed to the residents will be logged with the serial number and address. Cart must remain with the address where it was distributed. These carts must be used for your weekly refuse and bi-weekly recycling pickup. Automated collection trucks are equipped with specially designed arms that grasp, lift and empty the carts. Refuse outside of the automated cart will not be collected.

General Rules

- The carts must be placed **curbside by 6:00 a.m.** on the day of collection or the night before. Carts shall not be placed curbside before 5:00 p.m. on the night before collection.
- Carts must be removed within 24 hours of the collection.
- All solid waste or recyclables must fit in the cart without packing too tightly and the **lid must close**. Any waste or recyclables set outside the cart **will not be collected**.
- Do not place any hazardous waste or hot ashes in the cart for collection
- Recycling is required by Wisconsin State Law.
- If a cart is not collected, an orange tag will be affixed to the cart explaining the problem. Residents must resolve the problem and the cart will be collected on the next service day.

Placing of the Cart

- Set your cart on a flat surface near the edge of the curb or at the end of your driveway apron.
- The cart **must be a minimum of five (5) feet away from any object** such as mailboxes, trees, utility poles, snow piles and your other cart.
- Do not place your cart under low wires.
- The wheels and handle of the cart should be facing your home (away from the road).
- If the cart cannot be reached for any reason, **its contents will not be picked up.**
- Carts cannot be placed on snow piles. **They must be placed at ground level.**

Frequently Asked Questions

1. How many bags will each cart hold?

64-gallon cart holds approximately 5 average filled 13-gallon refuse bags. A 95-gallon cart holds approximately 8 average filled 13-gallon refuse bags.

2. Can we put more bags out next to our carts?

No. All refuse must be placed inside the cart for collection. The cover must be completely closed.

3. What can we put in our refuse cart?

The cart is to be used for regular household waste; no construction debris will be collected in the cart.

4. What will happen during the holidays when I have excess refuse?

If all of your refuse will not fit into your container you can either ask a neighbor if they have room in their container or you may have to hold non-perishable refuse (i.e. wrapping paper, boxes and packaging material) until the following week.

5. If I need a second cart at my home, is there a charge?

There would be an additional yearly charge billed to the homeowner on their property tax bill. If a second cart is requested, one will be delivered to your residence. Billing for carts will be on a yearly basis and will not be prorated or split.

6. Can two or more residential units chip in to obtain an additional cart?

Yes, by having one unit following the procedure in #4. The additional cart can only be placed in front of the billing address residence.

7. How far from the curb and other obstacles can I place my cart?

Five (5) feet from any obstacle with the handle turned away from the street. If you stand behind the cart and stretch your arms out horizontally, you should not be able to touch any obstacle. The wheels should be against the curb or on the outside edge of the shoulder.

8. Will you still come to pick up my refuse and recycle during inclement weather?

Routes may be delayed during inclement weather, but our hauler will make every effort to collect your recyclables and refuse. When in doubt, have your recycle and refuse out by 6:00 AM on your collection day.

9. Can this cart roll through the snow?

Yes it can, but like anything, there are limitations. You may have to clear a path to the curb.

10. What if snowing so hard and the snow is so deep I can't roll the container to curbside?

Our Hauler makes every effort to collect all recycle and refuse on your normal collection day. You will either have to clear a path to the curb or put your cart and recycling out the following week.

11. Where do I place my cart if there is a snow bank?

If it will not fit in the driveway opening then you will have to shovel an opening in the snow bank where the cart can be properly placed. Carts cannot be placed on top of the snow bank.

12. What time do I need to have my carts out by?

6:00 a.m. on your refuse collection day.

13. Is this cart mine to keep?

The cart does not belong to the homeowner. Should you move, even within the town, the cart remains at the residence. Any residence with a second cart will have to contact the hauler.

14. What is the policy for damaged carts?

If the damage is the result of normal wear and tear, (example: broken lid or wheel), it will be replaced or repaired by the hauler at no charge to the homeowner. If damage is the result of abuse, there will be a charge to the homeowner to replace the cart. All repairs or replacement of cart will be handled by the hauler.

15. My cart is dirty. Can I get a replacement?

The housekeeping of the cart is the responsibility of the homeowner. If you bag all your refuse, maintenance is minor. An occasional washing with water and a little ammonia or disinfectant cleaner will keep your cart from smelling.

16. How do I dispose of my old cans?

There will be no charge to remove your old metal or plastic refuse cans. Place a note on the old container, "PLEASE TAKE"

17. Are these carts animal proof?

They are the most animal proof carts currently available.

18. This new cart won't fit in my garage? Where should I store it?

The cart can be placed alongside your home, garage or shed, but it cannot be stored beyond the front of your house.

19. Will there be an appearance issue if I store my cart outside?

No, it is no different than refuse cans that are currently stored outside.

20. Will it have to be enclosed or screened like a dumpster?

No.

21. Can I now put leaves, grass or other mandated recyclables in this new refuse cart?

No, these and any other items that have been banned by law or regulation from the waste stream are still prohibited. The recycling is single stream, meaning that paper, cardboard, glass, tin, aluminum and plastic can all be placed in the cart together.

22. Why the change from manual to automated refuse collection?

The refuse collection industry is moving away from manual collection because automated collection is safer, faster, quieter, requires fewer employees and is more aesthetically pleasing .

23. Who owns the carts?

The carts are owned and maintained by the Hauler.

24. How many carts will a residential two or three family dwelling receive?

Each dwelling unit will receive one cart and each unit will have the option to purchase an additional cart.

25. My condominium uses carts. Where should I place the new containers for collection?

The carts must be placed so they are accessible to the automated truck. A condominium board spokesperson should contact the hauler with any placement questions.

26. Will automated refuse collection affect recycling, bulk and metal collection?

No, those programs remain the same.

27. Are other communities using automated collection?

Yes, the following communities are already using automated collection: Town of Greenville, City of Appleton, Town of Center, Village of Kimberly, Village of Little Chute, Town of Menasha, City of Menasha, Village of Freedom, Village of Combined Locks, City of Kaukauna

28. When does the automated collection program begin?

Our hauler has indicated that it will take 2-2 ½ months to implement the program once it is approved by the Town Board. The program should be in place by December 23. Notices will be published in the Post Crescent about when residents can start using the carts.

29. How will I get a cart?

Your cart will be delivered to you and left in front of your house at curbside. The placement at delivery will be the preferred site for your refuse collection. You should remove the cart from the curbside when you receive it.

30. When will I get a cart?

All carts will be delivered before the start of the program.

31. Can I use the new cart before the automated collection begins?

No, you cannot. The cart is too big to be emptied by hand.

32. I am moving and need to dispose of more refuse than will fit in my cart. What should I do?

There are several options: 1) You can begin to dispose of refuse well in advance of the move, 2) You can sell the items at a garage sale or on-line, 3) You can use an on-line service to give your items away, 4) You can donate usable items to a social agency, 5) You can secure a dumpster (they come as small as 2 cubic yards), or 6) You can contact Veolia for a special pick-up (fee charged).

33. Won't these new carts blow over more easily since they are larger?

The new automated carts are very stable. They have been tested and the 95-gallon cart can withstand winds up to 45 mph empty and the 65-gallon cart can withstand winds up to 40 mph empty. In addition, the lids are attached so they won't blow away.

34. I would like to start with a smaller cart. However, what if it turns out I need a larger one?

We encourage residents to take the larger cart if they have any doubt as to what size they need. A \$100 charge per cart will be invoiced if you need to change the size of your cart once the original carts are ordered.

35. How will I know which size cart I will be getting?

Each residence would be scheduled to receive a 64-gallon refuse cart and a 96-gallon recycling cart. You must contact the Town's Public Works Department if you want to change to a different size – fee required.

36. Will the current placement of my cart(s) change because of automated collection?

No, the current placement will remain the same unless, of course, there is a major obstruction.

37. Do the automated collection carts have any other benefits?

Yes, they do. Besides helping the town look neater they also help control the rodent and other animal issues as well. Rodents and other animals tend to reside at and visit locations where food is available. These carts help ensure that refuse is no longer a food source for such animals.