



# CITY OF OMRO

Omro, Wisconsin

## *Garbage and Recycling Frequently Asked Questions*



### **OWNERSHIP AND PAYMENT OF THE CARTS**

**What is the cost of the garbage and recycling collection carts?**

- *Each cart is currently estimated to cost \$46.41 for an estimated household cost of \$92.82.*

**When will I have to pay for these carts?**

- *The amount due will be placed on your 2009 property tax bill as a special charge. If you reside in Riverlane Mobile Village and do not receive a property tax bill, you will receive a special city invoice for the carts. Regardless of which way you are notified or invoiced, full payment is due by January 31, 2010, the due date of the first property tax installment.*

**Is each mobile home in Riverlane Mobile Village required to purchase carts?**

- *Yes, each home in Riverlane Mobile Village will be required to purchase both a garbage and recycling cart and will be invoiced accordingly.*

**Is there a payment plan available?**

- *No. Full payment is due by January 31, 2010.*

**Why does the property owner have to pay for the carts?**

- *The cart is owned and maintained by the property owner and stays with the property. The city was able to negotiate a lower rate for garbage and recycling collection due to the use of this new automated system. If the city had to purchase the carts, there would be interest accumulated in the costs if placed on the tax levy, therefore costing additional money per cart. Having the property owner pay for the carts is the most cost effective for the overall start-up cost of the switch over to automated and single stream recycling collection.*

**What if I don't want to use these carts or I already have similar carts?**

- *Then you will be responsible for contracting garbage and recycling services on your own. Our contracted hauler, Veolia Environmental Services, will only pick up these specific styles and designated cart colors as part of their service agreement with the City of Omro.*

### **What if someone steals my carts or they blow away?**

- *The carts are designed to withstand regular winds without blowing over. Because they are squared on the top part of the cart, they will not roll long distances. If your carts are missing, or become mixed up with a neighbors, then contact Omro City Hall to get your serial number identifier. Then if need be, contact the Omro Police Department to report the theft.*

### **Can I put special markings or my address on the side of my carts?**

- *The upper left flat side of the cart has been left free of markings or logos if you wish to place your address numbers on your carts for identification purposes. This is not a necessity because the embedded serial number of the carts will be assigned to your specific address and a list of carts and addresses will be kept on file at Omro City Hall.*

### **Can I share a set of carts with a neighbor to avoid purchasing the required set?**

- *Yes you may. You must notify city hall prior to June 22<sup>nd</sup> to have your stop removed from the list of scheduled pickups and to let us know not to have a cart delivered to your residence. Please understand that any excess garbage and recycling will be the homeowners responsibility to dispose of in a prompt and proper manner by contracting separately with Veolia Enterprises or delivering your excess to the Winnebago County Landfill at your expense.*
- *We will not accept back any used carts.*

## **ABOUT MY TRASH AND RECYCLING CARTS**

### **What color are the trash carts?**

- *The garbage cart is black and the recycling cart is blue. Both have black lids.*

### **How big are the carts?**

- *Each cart is 96 gallon capacity with dimensions of 35.25"(l) x 29.75"(w) x 43.25"(h). The wheels are completely nested under the cart for easier movement and stackable storage ability.*

### **Why was this size chosen?**

- *The garbage cart size will hold the equivalent of four 30-gallon garbage bags which is what our ordinances allow for household pickup on a weekly basis. The recycling cart needs to hold two weeks' worth of items and the larger size encourages recycling.*

### **When will my carts be delivered to my house?**

- *We expect the carts to be delivered to each household sometime near the end of June. If for some reason the carts are not available on time, collection will continue as is until the carts are delivered.*

## **IS IT TRASH OR RECYCLING?**

### **What is single-stream recycling?**

- *Single-Stream recycling simply means that all recyclable items are placed loose into the 96-gallon blue wheeled cart and placed at the curb for automated collection. Recyclable items such as office paper, newspaper, cardboard, aluminum cans, plastic containers, glass jars, tin/steel cans, etc...are to be combined for collection.*

### **Do I bag my recyclables?**

- *No, do not place any plastic bags in the recycling cart. Blue bags or any other bag will no longer be an option for recycling product pickup and should not be used nor placed in the recycling cart. All recycling items should be placed loose in the cart.*

### **What do you mean by co-mingled?**

- *Recyclable items such as office paper, newspaper, cardboard, aluminum cans, plastic containers, glass jars, tin/steel cans, etc...are to be combined (co-mingled) for collection and processing.*

## **PROPER PLACEMENT FOR COLLECTION**

### **When should I place my carts at the curb?**

- *According to the city ordinances, the carts shall be placed within one foot of the curb or edge of pavement no earlier than 5:00 PM of the day preceding scheduled collection and shall be returned by the occupant to the point of storage within twelve (12) hours after pickup, just as you had done before.*

### **Will one truck be picking up both of my carts at the same time?**

- *No, one truck will be picking up the garbage and another will be picking up the recycling.*

### **Where should I put my trash and recycling carts for collection?**

- *You should place your carts within one foot of the curb or edge of pavement, either on the terrace or at the end of your driveway. You may find it easier to place the garbage cart on one side of the driveway and the recycling cart on the other side. If you do not have curb and gutter and there is a ditch along your property, you may have to place them near the street directly on your driveway. Do not place your carts in the street.*



### **How should I place my carts at the curb?**

- *Your carts should be placed so the back side with the wheels and handle is facing away from the street. The front of the cart should be facing the street. This direction will help to ensure*

*the ability to dump the cart properly into the collection bin and to return the cart to the curb with the lid closed when possible.*

#### **How much clearance should I have from obstacles such as my mailbox when placing my carts?**

- *Please keep at least three feet of clearance around each cart including your other cart. The mechanical arm needs to have room to safely maneuver your carts for dumping and returning them to the curb. Use common sense. If your cart is too close to another obstacle for safe pick up, your cart may not be emptied.*

#### **What about in the winter when there is snow piled up? Where do I put my carts?**

- *It is the responsibility of each homeowner or resident to maintain a cleared area for proper placement of the carts for pick up. Carts not placed at ground level or carts placed on top of snow banks will not be picked up.*

### **SPECIAL CIRCUMSTANCES**

#### **What if the carts are too heavy and I can't move them?**

- *The carts are physically designed for ease of movement. They are easily tipped back allowing for transport. The wheels are designed for different terrains.*

#### **What if I am physically disabled or medically challenged and unable to have my carts placed at the curb for collection and/or I am unable to maintain them?**

- *Please contact Omro City Hall at 685-7000 to make special arrangements. A doctor's signed declaration stating your inability to maneuver the carts will be required.*

### **AMOUNT OF GARBAGE AND RECYCLING COLLECTED**

#### **What do I do with my garbage that does not fit in the cart?**

- *You may take your extra garbage directly to the Winnebago County Landfill or store it until the next week's collection. You may find a neighbor that is willing to allow you to place your overage in their container. The cart's size should accommodate an average family of four. Smaller households may have additional room available. Be sure to get the home owner's permission before placing any garbage or recycling items in their carts.*

#### **How many pounds can I place in my cart?**

- *The carts are designed to hold up to 335 pounds. Because the mechanical arm will be picking up and dumping the cart, the 50 pound container limit no longer applies.*

#### **Does the lid have to be closed?**

- *Yes, you should make every effort to fit your garbage or recycling into the carts in a way that allows you to properly close the lid. This will keep garbage from blowing around the neighborhood.*

**Can I put anything on top of the cart lid?**

- *No, the lid should remain clear of debris.*

**How do I make arrangements for special curbside collection of furniture or larger items?**

- *You should contact Veolia Environmental Services directly at 685-6666 for assistance.*

**Do I have to put my carts out on the scheduled dates if they are not full?**

- *Definitely not. This is entirely up to your household's needs. The collection contract allows for you to place your garbage cart out on a weekly basis and your recycling cart out on a bi-weekly basis for pickup. If you find that your carts do not need to be put out as scheduled, then adjust your personal pickup schedule accordingly. Example: You may wish to put garbage out every week but recycling only once a month.*

**Do I have to store my carts indoors?**

- *No, you may store them in a less visible or convenient area outside along side of your house or garage or you may store them inside your garage. The storage area should be kept clean at all times.*

**Who is responsible for maintaining the carts?**

- *The homeowner or resident is responsible for maintaining the carts and keeping them clean and in good repair. The carts are built for this purpose and should be nearly maintenance free with normal wear and tear.*

**What if my cart is damaged?**

- *The carts are under warranty for ten (10) years of normal use and wear and tear. Should they be damaged by any other means the homeowner will be responsible to replace the cart from the city at the homeowner's expense. If the damage is covered by warranty, the city will replace the cart. Damage by automobile is not a covered expense under the warranty.*

**Will they crack in the winter?**

- *The carts are designed to withstand temperatures between 30° below zero and 120° Fahrenheit and should not crack with normal handling even in cold temperatures. If they were to crack this would be under warranty.*

**Can I leave my carts at the end of the driveway at all times?**

- *No, you are required by ordinance to remove them to a suitable storage location within 12 hours of pickup.*

