

# SOLID WASTE FAQ

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## Can I use my own garbage can/cart and receptacles for my garbage?

No. A city-owned program cart with City Logo will be delivered to your address for use in the Solid Waste Program. Crews will NOT collect/empty garbage or trash from your personal can/cart or receptacle.

## What do I do with my old trash can?

If you find no other use and wish to dispose of it, you will need to place a note on it notifying the crew you wish for it to be thrown away; no trash tag will be required for the city crew to take it your old can.

## Can I continue to use my trash can rack?

You may use your rack to hold the new wheeled cart, but you will need to remove the cart from the rack and position the cart on the ground and position it by 7:00AM of your collection day in the manner necessary for it to be collected/ emptied. "Loaded" carts are NOT to be dropped; doing so can damage or break it.

NOTE: Normally, WE DO NOT ACCEPT WOOD WASTE. However, because the change to our program may make the reason for your having a rack obsolete, we will make an exception and take racks for a fee until March 1, 2019 after which it will be your responsibility to dispose of it. If you determine to get rid of your rack, and wish for it to be collected with your trash, YOU WILL NEED TO BREAK IT DOWN ENOUGH TO WHERE ONE (1) MAN CAN HANDLE IT/GET IT INTO THE PACKER and place the appropriate number of trash tags on it for it to be collected with your trash. The number of required trash tags will be based on the type of material and estimated total weight of the partially disassembled rack. You will need to call the Solid Waste information Line for help with what will be required. Another option perhaps not requiring complete disassembly would be for you yourself to take it to the landfill. The landfill has a minimum tipping fee of \$10, which will cover up to 375 pounds of wood wastes. The tipping fee is \$53 per ton, effective 7/1/18.

## Will my set out location change now that we are switching to "carts"?

No changes are planned at this time. Your set out location remains the same as the old program.

## Will my collection day change with this change in the program?

Currently, there are no changes planned. As with any new program there will be a learning curve and, through experience, it may be determined with input from the crews, changes need to be made to maintain a balance/realize greater efficiencies. If it is to be changed, you will be notified in writing.

## Does it matter how the cart is positioned?

Program efficiency is definitely affected by how the cart is positioned and where placed.

Regarding "positioning the cart"; There is an "arrow" molded on the lid of the cart with a text which states "Place the container with the arrow facing (pointing toward) the street for collection". You may ignore these instructions for now and orient your cart's handle to the street (or alley) in the manner you wish. The instructions on the lid must be followed when collection is done using a Fully Automated truck, a truck that uses an arm with a "claw" to grab, lift and to empty the cart. We currently do not have a Fully Automated truck.

The “location” for the cart to be collected remains the same: **within five (5) feet of the curb or alley.**  
**What changes are there as a result of the new “cart” program?**

One of the reasons the city has changed to the cart program is to reduce the number of nuisances caused by un-containerized and loose garbage. Garbage, especially in hot and humid weather, can be a breeding ground for flies (resulting in the presence of maggots), attracts various types of vermin, is a source of unpleasant odors and can release nasty liquids as it spoils and spillage when emptied.

To combat these unpleasant conditions,

**ALL GARBAGE (MATERIAL THAT IS FOOD RELATED INCLUDING CEREALS, RICE, FLOUR, VEGETABLE MATTER, SCRAPS, LEFT OVERS, FOOD OR VEGETABLE OIL- CONTAMINATED WRAPPERS, ETC.) MUST BE PLACED IN BAGS DESIGNED FOR GARBAGE AND SEALED CLOSED BEFORE BEING PLACED INTO THE CART. TRASH OR MATERIAL NOT FOOD-RELATED MAY BE LOOSE.**

**AT ALL TIMES THE LID OF THE CART SHOULD BE COMPLETELY CLOSED;** doing so will keep rain out of the cart, keep odors, and insect breeding and vermin attraction to a minimum and aide in keeping animals out of your garbage and trash.

**WARNING: THE CART WILL NOT BE EMPTIED AND INSTEAD A VIOLATION TAG WILL BE ATTACHED IF THE LID OF THE CART IS NOT COMPLETELY CLOSED.** A CART WITH THE LID PARTIALLY OPEN, WITH GARBAGE BAGS OR TRASH INSIDE THE CART VISIBLE, WILL NOT BE COLLECTED/EMPTIED. **NOTE:** crew members are prohibited by management from pushing down on the contents of the cart; the cart’s contents must be pushed down and the lid FULLY CLOSED by the resident.

**What if I have more trash than will fit in my cart?**

You are strongly encouraged to step up your efforts on recycling. You are paying for recycling services (\$3.75 per month as of 7/1/18) as part of your “TRASH” fee on your water bill; it is not listed as a separate line item. For a list of materials which are accepted as part of the local recycling program, please visit the Area Recyclers’ website at [www.wastewrap.org](http://www.wastewrap.org) or call them at (319) 753-8126.

**BAGS OF GARBAGE OR TRASH THAT WILL NOT FIT IN YOUR CART WITH THE LID FULLY CLOSED ARE TO BE PLACED ON TOP OF THE CLOSED LID, NOT ON THE GROUND.** TRASH BAGS OUTSIDE THE CART ARE LIMITED IN SIZE TO NO LARGER THAN 33 GALLONS, AND THE CONTENTS ARE NOT TO WEIGH MORE THAN 40 POUNDS. **EACH BAG WILL REQUIRE A TRASH TAG.** As of November 2018, the cost for collection of **each extra bag will be \$4.** (2 x \$2 Trash Tag or when available, a \$4 Trash Tag) NOTE: Bags outside your cart and untagged will be left with a violation tag. Multiple offenses of untagged extra bags will be reported to the NUISANCE DEPARTMENT.

**How do I change my cart size?**

Call the Solid Waste information line (319) 753- 8114 and leave a message, or contact the department following prompts found on the City’s website at [www.burlingtoniowa.org](http://www.burlingtoniowa.org) The difference in the monthly fee between one cart and the next size up is less than the cost of a Trash Tag for one (1) bag of extra garbage

There will be a \$35 fee to exchange your cart size unless you have just moved to Burlington or have moved to a different residence and the size of the cart registered to that residence is not the size you want; if that is the case, the exchange fee will be waived.

What if I would like two carts for my household?

Call the Solid Waste information line (319) 753- 8114 and leave a message, or contact the department following prompts found on the City's website at [www.burlingtoniowa.org](http://www.burlingtoniowa.org)

Can I opt out of the City's Solid Waste Program?

No. You have the right to refuse to participate but you will still be charged the monthly fee for the Solid Waste Service available to you (based on the size of cart registered to the residence in question).

May I put my address on my cart?

You may apply on the centrally located flat portion on top of the lid your apartment number or street address using adhesive numbers and letters. Do NOT use paint or markers.

I am moving to a different residence; do I take my cart with me?

No. All carts belong to the City of Burlington are registered by the City by the address. Please leave the cart at your current address, preferably in a secured area such as a garage or on a deck, porch, or patio.

Who is responsible for keeping the City-owned cart clean?

You are responsible for keeping the cart clean. It is recommended that you wash it out periodically using soapy water. Frequent washings will make the task easier. Keeping the cart clean will go a long way in reducing unsanitary conditions and nuisances overall.

What if my cart is damaged?

Maintenance and the cost of same is the responsibility of the City as long as the damage is not due to misuse (hot coals, crushing it between two (2) vehicles, corrosive liquids, etc.). If your cart is damaged, please call (319) 753- 8114 or contact the department following prompts found on the City's website at [www.burlingtoniowa.org](http://www.burlingtoniowa.org)

What if my cart is stolen?

If your cart is stolen from your address, please call (319) 753-8114 or contact the department following prompts found on the City's website at [www.burlingtoniowa.org](http://www.burlingtoniowa.org) (All carts are tracked by the bar code.)

Can I use the cart for my yard waste? For my leaves?

The City of Burlington DOES NOT OFFER a program for the collection of yard waste, as such. It does provide a three (3) week program in the Spring and a seven (7) week program in the Fall for the collection of yard waste- bagged leaves. Lawn litter and twigs (less than 1" in diameter) raked with the leaves are allowed to be placed in the yard waste bag with the leaves during these programs. The leaf program is curbside collection only. Collection occurs on the work day following the day your garbage is collected. We prefer bags for collection efficiency. You may use your cart for containerizing your leaves in lieu of or in addition to yardwaste bags as long as the cart is clean.

What type of material can I place in my cart for my trash collection day now that we are using ?

The same restrictions on the type of materials eligible for collection apply with the cart program as they did with the 33- gallon can or bag. Normal domestic garbage and trash is acceptable but garbage must be placed in garbage bags and sealed BEFORE placed in your carts. WE DO NOT ACCEPT remodeling, construction or demolition materials, dry wall, shingles, fencing, landscape timbers, railroad ties and pallets, propane tanks from grills (free disposal at Area Recyclers), auto parts, hazardous waste, liquids including paint, motor oil and antifreeze, yard wastes, grass clippings or limbs.

Also, as before, Appliances, tires and electronics with screens (TVs, computer monitors, etc.) are not to be put in your cart; they CANNOT be mixed with garbage and normal household trash. They must remain separate and require a fee for special handling. Certain items are processed at the Area Recyclers Facility on West Burlington Avenue, and others at the Household Hazchem Center at the Landfill. If you have the means and time to take the item to the appropriate facility, you will be required to pay them directly at the time you take the item there. The telephone number of the Area Recyclers is 753-8126. If you do not have the means or time to take the item yourself and wish the city to do so for you, you must call and arrange for the city to collect the item. The city crew does not go on private property; the item(s) must be brought to the normal set out location for your garbage and will require the appropriate number of \$2 trash tags attached to cover not only the special handling fee but our time spent collecting and transporting. Call (319) 753-8114, the Solid Waste Information line for a complete list of what is considered an appliance or the City's website. [www.burlingtoniowa.org](http://www.burlingtoniowa.org)

Now that the containers will be emptied using mechanical means, are there any restrictions on weight?  
Assuming compliance with the restrictions on the type of materials allowed/disallowed and the requirement that the lid be COMPLETELY CLOSED FOR COLLECTION, we believe a reasonable weight to expect in a 35 gallon cart would be up to 60 pounds; for a 65 gallon cart up to 110 pounds; for a 95 gallon cart up to 175 pounds. Anymore weight would be "overweight". Keeping the lid FULLY CLOSED throughout the week, thereby preventing precipitation from entering the cart should go a long way towards keeping the actual weight within expectations.

We do not have scales on our trucks to check actual weight, but please consider the fact the crew members must still move and maneuver the loaded wheeled carts to the back of the truck on pavement and alley surfaces many of which are not level, smooth and without blemish. We ask that you consider this when placing garbage and trash in your cart. NOTE: Normally acceptable material such as fruit can be dense, compact and especially heavy per volume and best disposed of over a period of time rather than all at once.

# CART FACTS

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- The cart is the property of the City of Burlington and remains with the house if you move.
- All household garbage must be in garbage bags and sealed before placed inside the cart.
- Set the cart out by 7AM on your collection day.
- The lid must be fully closed or the cart will not be collected/emptied.
- Do not place cart for collection on top of a wall or stairwell; it must be on the ground.
- Do not block access to carts with parked vehicles, trailers, boats etc. or put carts inside a structure or behind a fence that hinders City staff from collecting waste from the cart.
- Carts must be free standing and free of lashings, chains, bungee cords, rocks and bricks.
- For better efficiency in alleys, when practical, please position your cart in a location across from the neighbor's cart on the other side of the alley (one stop, two carts emptied, fewest number of steps means less time, more efficient).
- The home owner/resident is responsible for cleaning the cart.
- You may apply adhesive house numbers and letters centrally located on top of the lid of your cart (no paint or markers).