

AUTOMATED COLLECTION

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What is Automated Collection?

Automated collection is a relatively new but thoroughly proven method of residential solid waste collection used by more and more municipalities as a cost-

effective option to manual collection. Each home is provided with a special cart, which is easy to roll and place 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 seat. The entire collection process takes about 15 seconds to complete. The 96-gallon carts will hold up to 200 pounds of trash (as much as three typical garbage cans) but are still easy to roll to the curb.

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What is Semi-Automated Collection?

Semi-Automated Collection is similar to Automated Collection except that the trucks with the side collection arms are not used. Conventional rear loading trucks are fitted with the necessary cart lifting devices to empty the carts.

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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 workman compensation claims and insurance costs. Overall operating costs are reduced. Fewer trucks on municipal roads will consume less fuel and produce lower emissions. Provides stable annual costs for collection while improving service. Can improve recycling efforts and reduce amount of refuse processed, and therefore, lower costs for disposal.

City provides the cart, so no more trash carts 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 each week. Snug fitting lids are attached to the cart so they won't blow off or get lost. Carts are stable and will withstand winds from 43 to 50 mph. Litter, odors, animal and fly problems are greatly reduced.

Carts have a smooth interior for ease of cleaning. They are uniform, attractive and contribute to a tidy neighborhood appearance on collection day. Residents can obtain smaller carts if the 96-gallon cart is too large.

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What should I do with my old trashcans?

Old trash containers can be used 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 our weekly collection for recycling. Please do not place metal trash containers in the carts for disposal.

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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 at 6:00 am on your day of collection.

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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 emptied, remove it from the curb that day.

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Where should I put my cart?

Carts must be placed at least three feet from obstacles such as utility poles, mailboxes, trees and parked cars. 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. When your cart is delivered, it will be placed in the most ideal location for service. Please place the containers in the same location each week for collection.

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Why do the handles on the garbage containers need to be facing my house?

The automated collection truck cannot turn the container around as it picks it up. Dumping the container “backwards” can break or damage the lid.

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 away from mailboxes, fire hydrants, telephone poles and other obstacles that may interfere with the collection.

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What about Street Parking?

So that the collection truck can easily approach the container, we ask that you do not park at the curb on collection days.

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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. Total solid waste management costs for the current year are budgeted at \$2,710,000. The Solid Waste Advisory Committee is currently investigating ways to control solid waste costs.

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When is the program going to start?

The City's Contractor will begin automated collection starting November 1, 2004. All residents will begin automated collection that week on your regular scheduled collection day.

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When and how will bins be distributed?

Distribution will be done during October 2004 with a goal of having all carts distributed by November 1, 2004. It should take about two weeks to distribute over 13,000 carts to each residential unit in Torrington receiving curbside trash and recycling service. Information on the use of the carts will be included with the cart.

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What can I put in the cart for trash collection?

Only bagged household trash can be put in your container. Do not place recyclable materials, construction refuse, demolition refuse or hazardous materials in your cart.

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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.

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Do I need to bag my trash?

YES _ it is encouraged that all trash be bagged before it is put in the roll cart. Bagging helps keep the cart clean and reduces wind blown litter. We will not pick up litter blown out of carts.

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What size are the carts?

The standard 96-gallon cart is 29.75" wide, 35.25" long, 43.25" tall and weighs 35 pounds empty.

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Will a 96-gallon cart be large enough for my trash?

Experience has shown that a smaller 65-gallon cart is adequate for most homes. The larger 96-gallon cart is provided to provide additional room for trash disposal. One 96-gallon cart holds the equivalent of three average garbage containers. Proper recycling also helps reduce the volume of garbage.

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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 will be available at an annual fee equal to the cost of

servicing the cart (currently \$125.00/year). All annual fees must be paid in advance and are subject to change. Your first cart must be a large 96-gallon cart and only 96-gallon carts are available for extra carts.

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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 be responsible for the disposal. Check in the yellow pages under Rubbish Removal Contractors to see who is available to provide dumpster rental and disposal.

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

A separate weekly collection will be performed for certain large items of waste defined as Bulky Wastes or Non-processible wastes. These items for separate collection include, but are not limited to the following: Stoves or refrigerators with doors removed, hot-water tanks, furniture and other large household items which can not be broken down, but does not include construction refuse, demolition refuse or hazardous wastes.

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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. Smaller carts (64-gallon & 48-gallon) may be available for a one-time no cost swap. Please call 489-2232 to request a smaller cart.

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My Driveway is very long and I bring my trash to the curb in bags using my car. Can I continue to place my trash in bags curbside for collection?

No, only trash placed in the carts will be collected. Some homeowners with very long driveways have cleared small areas on their property at the end of their driveways for trash cart storage. Bags are then carried/driven from the house to the cart and the cart is wheeled curbside on the collection day for disposal.

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

The 96-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 Contractor will pick up any trash spilled as a result of the collection operations.

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What if my cart gets damaged or stolen?

The carts are the property of the City of Torrington 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.

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

The cart is the property of the City of Torrington 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.

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

No waste is to be placed on top of the automated container as it will fall off the contained and leave a mess.

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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.

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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 489-2232 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.

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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.

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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 recycling. During other times of the year only hedge trimmings that will fit into the cart will be collected. Leaves and grass are not currently collected and cannot be disposed of with your normal household trash.

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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.

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