

Trash/Recycle Collection Q & A

Q: What is automated collection?

A: 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 trash trucks, equipped with a lifting device, will lift, empty and return the carts to the same spot. The operator does not leave the truck cab, but controls the entire loading operation from his seat. The entire collection process takes about 15 seconds to complete. The 95 gallon carts will hold up to 300 pounds of trash (as much as four typical garbage cans) but are still easy to roll to the curb.

Q: Why is the town changing to automated collection?

A: Automated collection will increase efficiency of refuse collection while improving safety. Overall operating costs are reduced. Fewer trucks on municipal roads will consume less fuel and produce lower emissions. Automated collection provides stable annual costs for collection while improving service. It can also improve recycling efforts and reduce amount of refuse processed. Therefore, disposal costs are lower.

The town provides the cart so there are 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. Snug fitting lids are attached to the cart so they will not blow off or get lost. Carts are stable and will withstand winds from 43 to 50 miles per hour. 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.

Q: Do I need to bag my trash?

A: 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.

Q: I am a new resident. How do I get carts?

A: Carts belong to the Township of Harrison. One should have been left by the previous owner/tenant. If there are no carts at your property, please contact Public Works at 223-1308. It could take up to two weeks to receive delivery of the carts so please plan accordingly.

Q: How many carts will I get?

A: Each legal household unit will receive one black cart for trash and one blue cart for recycling, free of charge.

Q: Who will own this cart?

A: The Township of Harrison retains ownership of this cart. However, residents are responsible for ensuring their cleanliness. If a resident moves, even if it is to another part of the town, the cart stays with the address to which it has been assigned for the next resident.

Q: When is the program going to start?

A: January 2, 2012.

Q: Can I use the new cart before the automated collection begins?

A: **No, you cannot.** The cart is too big to be emptied without the automated equipment.

Q: What is the policy for damaged carts?

A: If the damage is a result of normal wear and tear (ex. broken lid or wheel), the towns will replace or repair the cart at no charge to the resident. If the damage is due to abuse, there will be a charge of \$95.00 for the 95 gallon or \$85.00 for the 65 gallon to the homeowner to replace the cart. All repairs or replacement of the carts will be handled by Harrison Township.

Q: My cart is dirty. Can I get a replacement?

A: The housekeeping of the cart is the responsibility of the homeowner. If you bag all of your trash, maintenance is minor. An occasional washing with water and a little ammonia or disinfecting cleaner will help to eliminate odors.

Q: Can I use another container?

A: No. Only the carts issued by the town can be used. Trash left outside of the carts will not be collected. Carts that are blocked or turned the wrong way cannot be emptied.

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

A: No, only trash placed in the carts will be collected.

Q: I live in Mullica West or Spring Mill with dumpster service. Will I get a cart?

A: No. All residential condominium associations currently receiving dumpster service will continue receiving dumpster service. Individual carts will not be distributed.

- Q: Why weren't the bags/boxes I placed on top of the cart collected?
- A: No waste is to be placed on top of the automated container as it will fall off the container and leave a mess.
- Q: My cart wasn't completely emptied. Why?
- A: 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.
- Q: Will my cart be emptied if it is placed in the wrong spot?
- A: 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.
- Q: What can I put in the cart for recycling collection?
- A: Items that went into your yellow recycling can (bottles, cans, aluminum, plastics, newspapers, cardboard, etc.) can now be put into your blue cart.
- Q: How do I dispose of my yard waste?
- A: All yard waste is brought by the resident to the Harrison Township Recycle Center located at 151 Colson Lane. The Recycle Center is open Monday and Wednesday evenings from the first week in April until the last week in October during the hours of 5:00 P.M. to 7:00 P.M. The Recycle Center is open year round from 9:00 A.M. until 3:00 P.M. on Saturdays. Please note there are no daytime hours through the week.
- Q: Can I put cardboard in my blue can?
- A: Yes. To prevent cardboard from being jammed too tightly, we ask you cut or flatten the cardboard so that the container can be easily emptied.
- Q: How do large items get collected?
- A: Bulky items that will not fit in your cart such as furniture, mattresses and other large items are picked up separately from household trash. Call 478-9514 to schedule an appointment for collection of these items.
- Q: Where should I put my cart?

A: Carts must be placed at least four feet from obstacles such as utility poles, mailboxes, trees and parked cars. Carts must be within two feet of the curb edge. Make sure the arrow on the lid points to the center of the street.

Q: Why do the arrows on the garbage and recycling container lids need to be facing the street?

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

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

A: 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.

Q: When should I put the cart out?

A: Your cart must be at the curb by 6:00 A.M. on your trash day. After your cart is emptied, remove it from the curb that day.

Q: What will happen during the holidays when I have excess trash?

A: If all of your trash 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 packing material) until the following week.

Q: What if my cart gets stolen?

A: The carts are the property of Harrison Township and each one is assigned to an address and a serial number. All reports of theft will be investigated and should be reported to Public Works at 223-1308. Upon verification by the police department, stolen carts will be replaced at no charge to the resident.

Q: What should I do with my old trash cans?

A: Old trash containers cannot be used for trash collection; however, they can be used to haul yard waste to the Recycle Center on Colson Lane. Otherwise, you can put the can out on bulk day. If you have a metal can, you can put it out on bulk metal day. Make sure to call to be put on the bulk pickup list.

Q: Won't the new carts blow over more easily since they are larger?

- A: The new automated carts are very stable. They have been tested and the 95 gallon cart can withstand winds up to 50 mph empty and the 65 gallon cart can withstand up to 45 mph empty. In addition, the lids are attached so they will not blow away.
- Q: Where do I place my cart if there is a snow bank?
- A: 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.
- Q: Can this cart roll through snow?
- A: Yes it can, but there are limitations. You may have to clear a path to the curb.
- Q: Will you still pick up my trash and recycle during inclement weather?
- A: Routes may be delayed during inclement weather, but we will make every effort to collect your recycling and trash. When in doubt, have your recycling and trash out by 6:00 A.M. on your collection day.
- Q: Do the automated carts have any other benefits?
- A: Yes they do. Besides helping the towns look neater, they help control rodents and other animal issues as well. They also keep out moisture which adds to solid waste disposal costs.
- Q: I have a long driveway. Can I leave my cans at the street?
- A: Your trash carts have to be removed from the curb the day of collection after it has been emptied. If you have a special circumstance, please call Public Works for their approval.
- Q: I live on a major road (i.e. Mullica Hill Road, Woodstown Road or Bridgeton Pike) with no curbing. Where should I put my cart without passing traffic damaging it?
- A: If the shoulder of the road is wide enough you can place it on the edge of the pavement. If not, you can either put it in your driveway opening or on your grass. Just be sure it is on stable, level ground where the truck can grab it.