

## Frequently Asked Questions:

### What are the advantages of Automated Collection?

**Cost** – Greater efficiency lowers collection costs.

**Ease of Use** – Users can easily maneuver carts.

**Sanitation** – Carts prevent animal scavenging.

**Aesthetics** – Cleaner curbside appearance.

**Noise** – Automated trucks emit less noise.

**Safety** – Minimize occupational hazards.

### Why are special carts required?

Carts are designed to be compatible with the truck's mechanical arm.

### Should I bag my trash inside the cart?

Yes, this will prevent items from spilling out when dumped.

### Where can I store my cart?

In the garage, alongside the house, or in the backyard. Consult homeowners' association for applicable rules.

### Does all trash have to fit inside the cart?

No. Residents are allowed to place up to five (5) 35 gallon trash bags outside of the cart for collection.

You may also choose to purchase another cart (additional fees apply). Call 301- 600-1680 or 301-600-1440.

### What if I have large items to dispose of?

Contact 301- 600-1680 for info on Bulk Pickup Services.

### What if my cart gets damaged or stolen?

You are responsible for the container's security. The City replaces containers damaged by the City's collection equipment. Damage resulting from negligence, or abuse, will be the responsibility of the resident.

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

Possibly use them to store items like garden tools.

### Do Parked Vehicles Cause Problems?

No, place carts at least three (3) feet away from parked vehicles.

### What do I do if I cannot safely maneuver my cart?

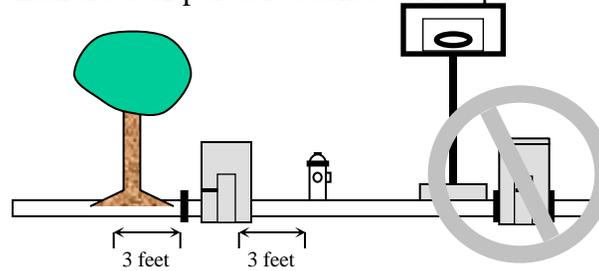
Provide a medical statement affirming your inability to maneuver the cart. The City will provide reasonable accommodations. Call 301-600-1680 or 301-600-1440.

### What do I do when it snows?

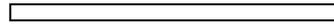
Please check City's website: [www.cityoffrederick.com](http://www.cityoffrederick.com) for inclement weather info. Please hold your items until next business day, if collection is cancelled.

## SERVICE GUIDELINES

**CART PLACEMENT** – Place carts as close as possible to the public street with metal bar facing toward the street so that the lids open towards the street. Place cart at least three (3) feet from any obstruction. Please do not place under trees or portable basketball hoops.



**CART USE REQUIRED** – Only automated refuse containers provided by, or purchased from, the City shall be permitted for use by the automated collection system.



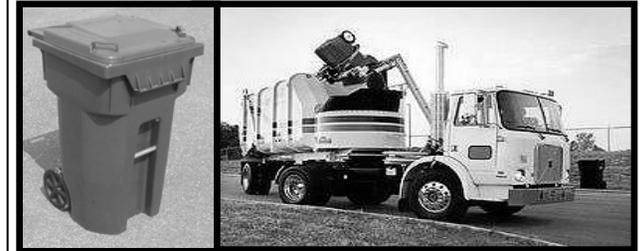
**Reasonable Accommodations** - Reasonable accommodations will be provided to individuals served by the automated collection system that are incapable of conveying their automated refuse container to the designated point of collection. The resident shall be required to produce a medical statement of their inability to convey their automated refuse container to the designated point of collection.



# THE City OF Frederick

## AUTOMATED TRASH COLLECTION

### New Customer Information



PLEASE SET YOUR TRASH OUT  
AFTER 5 P.M. ON THE NIGHT PRIOR  
TO YOUR PICK UP DAY.

## Automated Trash Collection

### An Overview

**The Truck** - The new truck allows one person to safely and efficiently collect curbside refuse. The truck is equipped with a mechanical arm that automatically lifts and empties the trash container. The concept was first developed in the early 70's and many public and private trash haulers have automated to improve efficiency and safety.



**The Cart** - The City will provide you with a 96-gallon cart unless you notify us that you desire the smaller, 64-gallon cart (see Order Form). The carts are durable and include a 10-year replacement warranty from the manufacturer. The carts are designed for easy maneuvering, even when full of refuse.

Also, the cart's size and shape prevent tipping over, even in high winds. The attached lid minimizes spills, wind-blown litter, and rainwater infiltration. The carts will also keep animals from scavenging in the trash.



# GETTING STARTED

## STEP 1: Select Cart Size (OPTIONAL)

The City will provide to you one (1) 96-gallon cart. If you wish to receive the 96-gallon cart, then you do not need to do anything. However, if you wish to receive the smaller 64-gallon cart, instead of the 96-gallon cart; then you need to notify us.

- ◆ 96-gal Cart (length 28"; width 31"; height 47")
- ◆ 64-gal Cart (length 26"; width 27"; height 42")

*Consider:* Experience has shown that a 96-gallon cart will accommodate a week's worth of waste for most households that recycle.

## STEP 2: Order Additional Carts (OPTIONAL)

The City will provide one cart free-of-charge.

The cost of servicing that cart is included in your property taxes. If one cart is sufficient for your refuse needs, then you do not need to do anything further. If you need more service, you may buy additional carts as follows:

- ◆ 96-Gallon Cart (\$91 each)
- ◆ 64-Gallon Cart (\$82 each)

Residents with more than one cart will be charged a quarterly service fee for each cart in the excess of one (1). The fees will be determined by the Mayor and Board of Aldermen (see Order Form).

## STEP 3: Reuse/dispose of your old trash can

Place old trash cans inside of automated cart for collection.

## STEP 4: Verify that you can handle the cart

Maneuver the cart from its storage place, into the street and back. If you cannot safely do so, then please contact: Waste Collection and Disposal Department: 301-600-1680 or 301-600-1440.

## STEP 5: Set out your new trash cart

**Your trash nights are shown on cover.**

Place your cart in the street with its wheels adjacent to the curb, so that the lid opens towards the street. Make sure that the cart is at least three (3) feet from any obstruction.

# Order Form

**NOTE:** Only use this Form to order additional or replacement carts.

I request additional carts, as follows:

\_\_\_ 64-gal carts x \$82 per cart = \$\_\_\_\_\_

\_\_\_ 96-gal carts x \$91 per cart = \$\_\_\_\_\_

I understand that I will be assessed a quarterly fee for each cart in the excess of one (1). These fees will be determined by the Mayor and Board of Aldermen. Service fees are "flat rate"; independent of the number of times carts are set out. Billing will be included in my quarterly water bill. \$30.00 quarterly fee applies.

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_

E-MAIL: \_\_\_\_\_

AMOUNT ENCLOSED: \$ \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

Please send form to: The City of Frederick, Finance Dept., 101 North Court Street, Frederick, MD 21701. Attn: Auto Trash.

Please make checks payable to:

**The City of Frederick.**