## Automated Garbage Collection
## Frequently Asked Questions

**What is automated garbage collection service?**
Automated residential collection service consists of specially designed 96-gallon or 48-gallon carts for garbage. The collection vehicles are equipped with mechanical arms designed to lift the carts, empty the contents directly into the collection vehicle, and return them to the ground.

**Why are we changing to automated collection**?
The City of Wisconsin Rapids will be joining many other cities and counties who have been utilizing automated collection to pick up residential garbage efficiently for years. The use of 96-gallon or 48-gallon carts and automated collection trucks will provide service that is more efficient, cost effective, and sustainable; additionally, automated collection is much safer for workers and provides a cleaner look in neighborhoods when compared to manual collection.

**Can I request a different size cart?**
The 96-gallon cart is the default size for all properties. This size was selected at the recommendation of numerous other municipalities that have had automated garbage for years. All property owners received a letter in late 2018 / early 2019 explaining the new collection system, along with offering the choice of switching to a 48-gallon cart at no charge. Property owners may still choose a 48-gallon cart; however, cart size changes are now subject to a fee equal to the cost of a cart ($55.00). If you wish to change your cart size, please contact the City Garage at (715) 421-8218.

**What are the benefits of using carts for the collection of garbage and recycling?**
- **Increased convenience for residents:** residents no longer need to take multiple trips to the curb
- **Cleaner neighborhoods:** carts create neater and litter-free neighborhoods
- **Increased recycling:** studies show automated garbage collection increases recycling rates significantly
- **Reduces the chances of pests and rodents getting into your trash**

**How much will each cart hold?**
A 96-gallon cart holds approximately three times as much as a single 32-gallon garbage container.

**Where I do place my cart for collection?**
Place carts within one foot of the curb or edge of pavement, with the lid closed, and the serial number facing the street (the arrow on the lid should be pointing to the street).  Make sure to place carts at least three feet away from mailboxes, other carts, parked cars, light poles, low-hanging tree limbs or other obstructions.

**Where do I place my carts if I have an alleyway?**
If you live in a neighborhood with alleyways, place your carts in the alley for collection, following the above placement guidelines.

**Where can I store my cart?**
City ordinance allows carts to be stored outside, but carts must <u>not</u> be in the front yard or street yard (between your house or garage and the street). Carts stored outside must have the lids closed to prevent rainwater from contaminating the garbage and adding weight to the carts.

**If I move, should I take my carts with me?**
No. The carts must remain at the address they are delivered to. Removing carts from the delivery address is considered theft.

**Will I have to pick up my new cart?**
No. Carts will be delivered to each residential address.

**How do I prepare my garbage?**
All regular household waste (no recycling items) must be inside the gray cart for collection. No garbage may be outside the cart.

**What if I have items that do not fit inside the cart?**
Additional material and/or large items that do not fit into the garbage cart, such as furniture, mattresses and appliances, will need to be disposed of privately. The *2019 Garbage & Recycling Guide for Residents* contains a listing of many common items, along with contact information for many local businesses that can aid in disposal. You can find the guide on our website or at this link:
https://www.wirapids.org/uploads/1/0/3/3/103347874/wisconsin_rapids_2019_garbage___recycling_guide.pdf