

The residential trash cart program is rolling along!

A & D done on time: Up to three assembly and distribution (A&D) teams from vendor, Rehrig Pacific, worked six days a week on the delivery of carts to residential customers from October 15th through November 10th. A&D crews set out 15,568 carts during the initial deployment. City staff conducted conference calls every morning with the A&D Supervisor, the Project Manager, and technical support from Rehrig to ensure issues were identified in a timely manner and communication was flowing smoothly. Attached is a copy of the information attached to each cart.

Calls, web-forms and customer service: Program implementation was a busy time for communication with customers. Public Works has responded to 1,375 forms submitted on-line regarding cart services. The Solid Waste office managed a surge in call volumes through this time as well.

Calls on carts at 832-3032	
September 2012	1,314
October 2012	1,980
November 2012	1,098
December 1 st – 4 th	129

The top three issues people called about were:

- 1) Requesting different size;
- 2) Customer did not yet receive cart (and neighbors had); and
- 3) Cart storage and use questions.

Work-orders and changes: Solid waste crews continue to work diligently to process change requests and get the right carts to the right customers. From November 12th to December 4th, crews processed 1,253 work orders. We expect less than 200 work orders as the back-log by December 7th.

Recycled cans: Solid waste crews collected old trash cans for recycling on November 9th and 16th. Approximately 1,600 old trash cans were set out for recycling.

Yard waste cans: Yard waste carts are offered to residents for purchase. The carts are designed with vents to prevent strong odors from stored materials. The carts provide easy mobility with a wide opening for filling. They are weather-proof and provide a great option to minimize the heavy lifting required from crews during peak yard waste seasons. To date, 105 yard waste carts have been sold.

What's out there now? There are now approximately 24,000 carts out for residential service. The new cart distribution was 12% 35-gallon, 84% 65-gallon, and 4% 95-gallon carts. When added to existing inventory of carts in the field, the distribution is as follows:

Percent of carts serving residents by size	
35-gallon	8.0 %
65-gallon	59.2 %
95-gallon	32.8 %

Right-sizing period on-going: The right-sizing period will be on-going. Billing changes will take effect February 15th, 2013.

Residential Trash Carts

Trash collection change, effective immediately:

All trash must be placed in the roll-out cart provided by the city. Please start using this cart for trash set out on your designated residential trash collection day.



FAQ's. Frequently Asked Questions About The New Trash Carts

Q. Why has the city transitioned to a standard cart system for residential trash collection?

A. The City Commission authorized the purchase of trash carts in August 2012. Moving to a standard cart system was one of the recommendations from the city's Solid Waste Task Force, a group of community members, who studied the city's solid waste services and developed recommendations regarding long-term solid waste service options. The primary factor in moving to a standard cart system is employee safety. Carts can decrease the strain on an employee's body by allowing the trash truck to do the heavy lifting.

Q. Are the trash carts the city's property? Will the city complete any necessary repairs to these carts?

A. Yes. Please do not take the trash cart with you when you move to a different address. Trash carts are the property of the city and each cart should stay at the address it was delivered. The city is responsible for the maintenance and repair of the trash carts. However, the city will charge the owner or occupant a fee for any necessary repair or replacement due to the owner's or occupant's abuse, misuse or neglect of the cart. The replacement fee for each trash cart is \$50.00.

Q. Can I request a different size cart or additional carts at any time?

A. Yes. Please complete the online form at www.lawrenceks.org/carts or call the Solid Waste Division at 832-3032. The City will provide one cart size change per address (owner/occupant) per calendar year free of charge. The City will charge a \$20.00 service fee for any additional requests to change cart sizes. Additional trash carts are available, as follows: 95-gallon carts are each \$4.00 per month, 65-gallon carts are each \$3.00 per month, and 35-gallon carts are each \$2.00 per month. The fee covers landfill costs of the additional trash and cart maintenance.

Q. If I put out more trash than can fit in my cart, will I be charged for the extra trash?

A. All trash needs to be placed in the trash cart for collection. There may be a couple of special occasions each year (family reunion, holidays, etc.) when you may have an additional trash bag that does not fit in the cart. Your extra trash bag will be picked up the first time and the second time. During the second overflow event, city crews will leave a tag on your trash cart. The third time, the city will switch the cart for a better size for your residence. You can always call the Solid Waste Division at 832-3032 to discuss any unusual situation.

Q. What services are provided by my monthly fee for solid waste?

A. Your monthly solid waste fee pays for trash collection at the curb, separate yard waste collection at the curb on Mondays, bulk item pick-up, household hazardous waste disposal services, city drop-off recycling locations, and other solid waste services.

QUESTIONS? Call 832-3032.

Or email carts@lawrenceks.org.

Need a different size cart or additional carts?

Fill out the online form at www.lawrenceks.org/carts.



City of Lawrence
PUBLIC WORKS



TRASH COLLECTION GUIDELINES:

All trash must be placed in the cart provided by the city and the cart lid must be closed. Do not pack cart so tightly that trash becomes stuck and will not empty. Do not place hot ashes into cart or set cart near sources of heat (furnace, fireplace, grill). Do not place hazardous waste in your cart. For a complete list of trash collection guidelines, visit www.lawrenceks.org/wrr.

Reuse/Recycle Old Trash Containers

The City of Lawrence is offering residents an opportunity to recycle old trash containers.

REUSE: Before you opt to recycle your old trash containers, please consider using the containers for other purposes.

- Use your old trash containers to set out yard waste on Mondays for composting.
- Repurpose your old trash containers by turning them into storage containers.
- Or donate your old trash containers to an individual or organization that could use them.

RECYCLE: Old trash containers that you wish to recycle will be picked up by city crews on the designated days listed below.

- Set out your old trash containers at the curb or alley by 6:00 a.m. on **Friday, November 9th** or **Friday, November 16th**.
- Mark an "X" on old trash containers to be recycled.
- Make sure trash containers are empty; no trash, please.

NEW! Yard Waste Carts For Sale

The City now sells 95-gallon yard waste carts for Monday yard waste collection days. These carts are for yard waste collection only; no trash, please.

To purchase, please complete the online form available at www.lawrenceks.org/wrr.

Cost: \$60.00 each

Size: 95-gallon (dimensions: 45.1" x 33.7" x 28.7")

Description: Yard waste carts are designed with vents to prevent strong odors from stored yard waste materials. Capacity of 330 lbs. (equivalent to 6 yard waste bags). Easy mobility and wide opening for easy fills. Weatherproof and more durable than paper yard waste bags.

Curbside collection of yard waste

The City picks up yard waste on Monday mornings, March through mid-December, weather permitting, excluding holidays. Set out grass, leaves, branches, and other yard trimmings by 6:00 a.m. in a can, City cart (trash cart or yard waste cart) or compostable paper bag. For more information about yard waste collection, visit www.lawrenceks.org/wrr.



RECYCLE OLD TRASH CANS

Old trash containers you would like to recycle will be picked up by City crews on the designated days listed below.

Set out your old trash containers at the curb or alley (location where you normally set out your trash for collection) by 6 a.m. on:

**Friday, November 9th or
Friday, November 16th**

Mark an "X" on old trash containers to be recycled. Trash containers must be empty (no trash).

Collected containers will be consolidated and picked up by Rehrig Pacific, who will convert the plastic trash containers into regrid to be reused in their manufacturing processes. Metal trash cans will be recycled as scrap metal.



832-3032

www.lawrenceks.org/carts
www.facebook.com/LawrenceRecycles



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