



FAQ's Automated Trash Collection:

Q: What changes are being planned to take place to my trash collection?

A: The Public Works Department is preparing to implement automated trash collection service in early 2010.

Q: What is automated collection?

A: Automated collection is a system of collecting residential trash. Each residential home is provided with a special wheeled cart for trash which the resident rolls to their collection spot with a minimum of three (3) feet clearance on all sides of the cart. The trash truck, equipped with a lifting mechanism on the side, will lift and empty the contents, and return the can to the ground. The operator is not required to leave the truck cab and the operator controls the entire loading operation from the driver's seat. The whole process takes about ten seconds. After collection, the resident rolls the cart back onto their property.

Q: Why is automated collection better?

A: Service Improvements and Convenience

- Residents are no longer required to buy cans
- The wheeled carts are easy to roll to and from the curb on the scheduled collection days.
- Blowing and littering trash is reduced because the wheeled cart is heavier and the lid is attached.
- The wheeled cart is a cleaner way to containerize and service solid waste. It is designed to be impervious to animals and insects and is very stable so it will not tip over easily. The lid is attached and fits snugly over the container, keeping out water and reducing odors. Since it is attached, it will not blow off even in high winds. In addition, the smoother interior and exterior of the carts makes them easy to clean.
- Automated collection eliminates manual loading of refuse, thus reducing job related injuries to the collectors as well as reducing Worker's Compensation Insurance premiums to the City.

Q: How much will the new automated collection system cost me?

A: The current monthly residential solid waste fee is \$15.50 and will remain the same. There is no fee increase required to initiate the plan. You will continue to receive once per week trash collection and once per week recycling collection. The City provides one 95 gallon cart for trash and one 18 gallon container for recyclables.

Q: Do I have to use the city provided carts?

A: Yes. The carts provided by the City are designed and manufactured to be compatible with the City's state-of-the-art- automated collection vehicles. Ordinary light weight containers will not withstand the demands of an automated system. The carts have wheels and are engineered to be easily maneuvered while at the same time providing adequate stability to stay upright on slopes and uneven ground.

Q: What kind of trash can I put in the household trash wheeled cart?

A: Only daily household trash should go into the cart. City Ordinance requires that all trash be placed in plastic bags to cut down on odors and insects as loose trash will most likely be left behind. All trash must be placed in the cart with the lid closed. **DO NOT** put into your cart: Hot ashes or coals, household hazardous waste, flammable materials such as oil, gas or paint, dirt, sod or rock, large appliances or furniture, concrete or bricks.

Q: Will the City have to purchase new equipment to accommodate automated services?

A: Yes. The City has purchased two (2) [automated trucks](#) with a side tipper that have an expected delivery date of early 2010.

Q: If the cart is damaged/missing a wheel or lid, what can I do?

A: Call the Public Works Department at 501-851-2888. We will repair or replace your cart at no charge.

Q: Will the introduction of automated collection mean that the Solid Waste Division will lay off employees?

A: No. No current employees will lose their jobs as a result of putting this plan into place. Employees will be transferred into other positions within the Public Works Department.

Q: How will the automated trucks be able to pick up the carts along streets with parked cars?

A: It will be recommended that residents who live on streets with a lot of parked cars place the carts in the parking lane of the street against the curb in an area of sufficient opening for the truck to reach the cart.

Q: Is the automated system faster than the manual system now being used by the City?

A: Yes. The automated truck system only requires one person and is capable of picking up 1,000 stops per day while the manually loaded truck requires two people and picks up 750 stops per day. Thus the automated system provides 33% more productivity at ½ the cost.

Q: I live in a house with a sloped driveway or that is on a hill, how will the carts stand up on slopes and hills?

A: The carts are engineered and have been tested to stay upright on a slopes while loaded without tipping over. As a rule of thumb if a person can walk or drive up a particular slope, the cart will be stable.

Q: Will I be able to get extra recycling containers?

A: Yes. Each resident can request an additional recycling cart and will not have to pay anything additional per month. The more that is recycled is less trash that the City has to pay to dispose of and that is diverted from going to landfills.

Comments? Questions? Email us at publicworks@maumelle.org or Call us at 501-851-2888