

# TOWN OF LANCASTER FAQS FOR CART BASED PROGRAM

## **CARTS AND COLLECTION:**

### **WASTE MANAGEMENT DID NOT COLLECT MY TRASH**

Due to collection day changes, please be sure you have placed your carts out on the appropriate collection day prior to 6am. For all missed collections, please contact Waste Management customer service at **1-800-972-4545**.

### **HOW DO I PLACE MY CARTS OUT FOR COLLECTION?**

All carts should be at minimum of 4 feet away from cars and other objects and handles must face towards the house. Please have carts out by 6am on day of collection. Contents must fit inside cart/No overflow/lid should close. Any material outside of cart will not be collected unless fitted with proper "additional capacity tag". Also, only waste in a Town issued Cart will be collected.

### **WHEN CAN I PUT OUT BULK ITEMS?**

Residents are allowed to place out a total of three (3) bulk items each month during the second full week of each month (start with second Monday of each month). Please review the material mailed to you, placed on your carts at delivery or posted on the website to determine when bulk collection will take place. Normal bagged household trash is not considered a bulk item and must be placed in your trash carts or have an "additional capacity tag" attached to be collected.

### **WHAT IS ALLOWED AT THE CURB?**

Each week you are allowed to place your trash cart out for collection. Please be sure the lid can close on your cart. Any additional waste outside the cart must have a Town issued sticker for collection. During bulk week, three bulk items are allowed out for placement. Recycling shall be placed out every-other-week. Please check website or documents mailed to your home to determine if you are a "green" or "gold" recycling week.

### **WHAT IF I WANT TO PUT OUT MORE WASTE?**

There are options if you have more waste that will fit inside your cart. You may purchase additional capacity stickers for \$5 per tag at Town Hall. This allows you to place out one additional bag of non-food waste that does not weigh more than 40-lbs for collection. If you think you need an additional cart, please contact the Town Supervisors office after June 1. An additional cart will increase your Refuse District annual bill by \$103.

### **WHY CAN'T I PUT FOOD WASTE IN AN EXTRA CAPACITY BAG THAT I PURCHASED?**

It is against the Town Code to place out any bagged food waste. Extra Capacity stickers may only be used for non-food waste related trash.

### **CAN I PURCHASE AN ADDITIONAL CART FROM LOWES OR HOME DEPOT?**

No. The Town has contracted with Waste Management for collection from ONLY Town issued carts for both refuse and recycling. Any other cart or can placed out for collection will not have the contents emptied.

### **WHAT DO I DO WITH MY GRASS CLIPPINGS?**

If you elect to dispose of grass clippings you are encouraged to place them inside your trash cart. If more capacity is required, there are several options; 1. During Bulk week you may place out your yard waste/grass clippings in a bag as a bulk item (must be bagged and cannot attract vermin) 2. You may purchase an additional capacity sticker (1 bag = 30-gallons and no greater

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than 40-lbs) for all non-bulk weeks, and 3. You may elect to upgrade service by adding an additional cart for collection. This option will be available after June 1 by contacting the Supervisors office.

## **HOW DO I GET RID OF TIRES?**

Tires are no longer collected as part of this program. Please contact a local tire service station or automotive shop selling tires to inquire about proper disposal.

## **IF I MOVE, CAN I TAKE MY CART WITH ME?**

No. The carts are the property of the Town and must remain with each address.

## **WHAT DO I DO IN THE WINTER WHEN THERE IS SNOW IN MY DRIVEWAY?**

We encourage you to clear a spot to place your cart when snow is on the ground. If you would like to place your cart in your driveway, you are welcome to, but please expect your cart in the same location after it is emptied.

## **WHAT HAPPENS IF A CAR PARKS IN FRONT OF MY CARTS?**

We respectfully request that you place your carts out of the way of obstructions such as telephone poles, bulk waste, hydrants, parked cars and mailboxes. If a car parks in front of your carts, often the driver will collect them anyway, but if the issue is persistent you may be requested to relocate your carts.

## **WHERE IS OUR GARBAGE GOING?**

All Town of Lancaster trash is going to Waste Management's Chafee, NY landfill in Southern Erie County.

## **AM I ALLOWED TO THROW ANYTHING I WANT INSIDE MY TRASH CART?**

You are allowed to place all household trash inside your carts. Compressed cylinders (propane tanks), Liquid waste (oil, paint), electronics, hazardous, radioactive and explosive wastes are prohibited.

## **I AM BUILDING A NEW HOUSE IN LANCASTER, HOW WILL I GET CARTS WHEN I MOVE IN?**

Once your certificate of occupancy is issued, the Town will be notified to drop you off your carts.

## **WHAT HAPPENS IF MY CART BLOWS OVER?**

We request that you make every effort to place your cart on stable ground. On very rare occasions, if a full cart blows over, please attempt to stand it up. If not, seek assistance or let your hauler know.

## **WHAT DO I DO IF I AM CLEANING OUT MY HOUSE OR GARAGE? I USED TO BE ABLE TO PUT EVERYTHING OUT AT NO CHARGE?**

If you are doing a renovation or clean-out, you should contact a local private hauler for a dumpster or Waste Management offers a "Bagster" service for smaller projects. You can find information about "Bagster" at [www.thebagster.com](http://www.thebagster.com).

## **WHO IS RESPONSIBLE FOR MAINTENANCE OF THE CARTS? (WHEELS, LIDS, BROKEN PARTS)**

If your cart is broken you can call Waste Management at 1-800-972-4545 to request a repair.

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## **CAN I GET AN ADDITIONAL REFUSE CART?**

Yes, each parcel has been assigned one cart per unit (single family home = 1 cart). We encourage you to “try out” your cart for several months. If, after June 1, you feel you need to add an additional cart, please contact the Supervisors office to arrange for a second cart. Please note there is a fee associated with a second cart of \$103.

## **THIS CART IS TOO BIG/TOO SMALL**

Cart sizes and quantities were selected based on data from surrounding communities. It was the Towns goal to provide convenient, yet ample service in a cost effective manner. A 95-gallon trash cart will hold 5-6 kitchen bags worth of trash with recyclables removed. We recommend that if you need more capacity, that you are sure to remove bulky recyclables from your trash stream. Additional carts will be made available after June 1. However, if you need limited, one time extra capacity, you may purchase an “Extra Item Sticker” for \$5 from the Town or Village. Smaller, 65-gallon carts have been made available to the Town’s senior population and those living in Townhomes, Condo’s or Patio homes. A limited number of 65-gallon carts may be available after delivery. Please inquire after June 1 about electing a smaller Refuse cart.

## **HOW MUCH DID THE CARTS COST?**

The Town purchased the carts. Each 95-gallon trash/recycle cart costs \$48.21/\$50.01. The expected life span of a trash cart is 14 years and recycling cart is 20 years. The town, through efficiency savings by using less labor, expects savings to pay for the carts in approximately 4.5 years.

## **I HAVE SEEN CARTS SMALLER THAN MINE, CAN I GET ONE?**

Smaller 65-gallon carts have been distributed to single family patio homes, townhomes and condos. Also, all seniors claiming an exemption have been assigned 65-gallon carts. If you can demonstrate a physical or mental hardship, please prepare a statement to the Town supervisor for review after June 1. A limited number of smaller carts will be available to accommodate hardships on a first come, first serve basis.

## **CAN I WRITE MY HOUSE NUMBER ON MY CART?**

Each cart is assigned a unique set of numbers and bar code. You are encouraged to write that number down in the event your cart is missing. Also, all carts are scanned with your address upon delivery. If you wish to write on your cart, do so on the interior of the lid.

## **WHAT HAPPENS IF SOMEONE STEALS MY CART?**

If your cart is lost or stolen, please contact the Town supervisor’s office. Often after a heavy wind event carts may blow over. Please double check with your neighbors that your cart did not blow over to their property. If your carts are lost/stolen or damaged, please contact The Town Supervisors office to report your incident. Each Cart is equipped with and RFID chip allowing the Town to identify the address of a recovered cart. If your cart is found, you will be notified. As far as replacement, if a pattern of abuse is identified (such as multiple replacements in a short period of time) the Town may charge a fee for replacing each cart.

## **RECYCLING QUESTIONS:**

### **CAN I GET AN ADDITIONAL RECYCLING CART?**

A 95 gallon cart for recycling was issued to allow adequate capacity for 14 days of recycling. Please remember to break down cardboard and return deposit containers. Large cardboard

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that is neatly stacked may be placed outside the cart for collection. If, after June 1, you feel an additional cart is needed, please call the Supervisors Office at 601-0923 or [garbage@lancasterny.gov](mailto:garbage@lancasterny.gov) to inquire about availability of additional recycling carts.

## **THIS CART IS TOO LARGE**

We encourage residents to use their recycling cart to put clean, loose recyclables in and place out when it is full. If your cart is not close to full when it is your week to recycle, you are welcome to only put it out monthly.

## **I DON'T WANT A RECYCLING CART**

The Town is required to provide source separated recycling to residents. This is a service you are paying for. We strongly encourage you to participate in recycling, but it is not mandatory.

## **WHAT CAN I PLACE IN MY RECYCLING CART?**

A full list of acceptable recyclables is available online and in the literature provided. The majority of household recycling is cardboard, paper and plastic. We encourage you to place as much of those materials into your bin. It is important to rinse out the containers, but you can keep labels and caps on.

## **I LIVE IN AN APARTMENT THAT DOESN'T OFFER RECYCLING, HOW CAN I RECYCLE?**

We encourage you to reach out to your property manager and inquire about recycling options.

## **HOW DO I KNOW WHICH WEEK TO PUT OUT MY RECYCLING?**

Please use the literature mailed to your house or that arrived with your cart to determine your recycling week. Simply find your street name and identify which week you are to place your cart out. For the remainder of the year, follow the calendar included in the literature (also available online).

## **WHY CAN'T WE RECYCLE EVERY WEEK?**

The Town has elected to provide a larger capacity cart that is collected every-other-week for several reasons; cost savings, less wind-blown debris and less vermin. Weekly recycling is more costly than cart based every-other-week recycling, also the open top bins did not provide ample capacity for expanding recyclables collection. Often, this led to wind-blown debris and attraction of vermin such as rats and raccoons.

## **WHERE IS OUR RECYCLING GOING?**

All Lancaster recycling is taken to a local transfer station where it is then loaded onto a tractor trailer and hauled to Liverpool, NY (outside of Syracuse) for sorting, baling and preparation for sale.