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TOWN OF LANCASTER FAQ'S FOR CART BASED PROGRAM

CARTS AND COLLECTION:

WASTE MANAGEMENT DID NOT COLLECT MY TRASH/RECYCLE

Please be sure you placed your carts out on the appropriate collection day prior to 6a.m. For all missed collections please contact Waste Management customer service at 1-800-972-4545.

HOW DO I PLACE MY CARTS OUT FOR COLLECTION?

Each week you are allowed to place your trash cart out for collection. Recycling shall be placed out every other week. Carts should be a minimum of 4 feet away from cars and other objects. Handles must face towards the house. Contents must fit inside cart/no overflow/lid should close. Only waste in a Town issued cart will be collected.

WHAT IF I WANT TO PUT OUT MORE WASTE?

There are options if you have more waste than what will fit inside your cart. You may purchase Extra Capacity stickers for \$3.00 per tag at Town Clerk's office. This allows you to place out an additional non-food waste bag that does not weigh more than 40-lbs for collection. You may also purchase an additional cart by contacting the Supervisor's office at 683-1610. Please note that your Refuse District fee will increase by \$103 annually.

WHY CAN'T I PUT FOOD WASTE IN PROPERLY TAGGED EXTRA CAPACITY BAG?

It is against 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 for collection will not have contents emptied.

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 on your garbage day (start with second Monday of each month). Example: couch, mattress, box spring. Normal bagged household trash is not considered a bulk item and must be placed in your trash cart or have an Extra Capacity sticker attached to be collected.

WHAT DO I DO WITH MY GRASS CLIPPINGS?

If you elect to dispose of your grass clippings you are encouraged to bag them and place them inside your trash cart. If more capacity is required, there are several options; 1. Consider mulching your grass clippings. 2. You may purchase an Extra Capacity sticker. 3. You may elect to upgrade your service by adding an additional cart for collection.

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.

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IF I MOVE, CAN I TAKE CARTS 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 persists 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 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 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?

If you are doing a renovation or clean out, you should contact a private hauler for a dumpster or Waste Management offers a "Bagster" service for smaller projects. You can find information at 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.

CAN I GET AN ADDITIONAL REFUSE CART?

Yes, each parcel has been assigned one cart per unit (single family home = 1 cart). Please contact the Supervisor's office 683-1610 to arrange for an additional refuse cart. Please note there is an annual fee for the additional service.

THIS CART IS TOO BIG/TOO SMALL

Cart sizes and quantities were selected based on data from surrounding communities. It was the Town's 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 remove bulky recyclables from your trash stream. However, if you need limited, one time extra capacity, you may purchase an "Extra Capacity sticker" for \$3.00 from the Town. Smaller, 65-gallon carts are available. Please contact the Supervisor's office 683-1610.

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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.

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. If you wish to write on your cart, do so on the interior of the lid.

WHAT HAPPENS IF MY CART IS LOST/STOLEN OR I FIND ONE?

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. Each cart is equipped with an RFID chip allowing the Town to identify the address of the recovered cart. As per Town Code "If a cart is reported lost/stolen/damaged, the resident will be responsible for a replacement fee of \$60". Please contact Supervisor's office at 683-1610.

RECYCLING QUESTIONS:

CAN I GET AN ADDITIONAL RECYCLING CART?

Yes. 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 that has been cut into 3 foot by 3 foot pieces and bundled or tied can be stacked neatly outside of cart for collection. Please contact the Supervisor's office 683-1610 to arrange for an additional recycle cart. Please note there is an annual fee for the additional service.

MY RECYCLE 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 DO NOT 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 on the lid of your recycle cart. 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, including clear glass. You can leave on caps and labels.

I LIVE IN AN APARTMENT THAT DOES NOT OFFER RECYCLING. HOW CAN I RECYCLE?

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

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

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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 Syracuse) for sorting, baling and preparation for sale.

Helpful links:

Town of Lancaster www.lancasterny.gov

2020 Lancaster Program Guide

WM Recycling Menu

Street listing

2020 Collection schedule

Sunnking www.sunnking.com

www.dec.ny.gov

www.erie.gov

Hazman www.hazmanusa.com

www.thebagster.com

Waste Management www.wm.com