

Solid Waste Once a Week Automated Service FAQs

When does the program begin?

- Cart delivery is scheduled for the week of November 10, 2008.
- First week of service is scheduled for the week of December 1, 2008.

What time should the cart be at the curb?

- Place the cart out for pickup by 7:00 a.m. on the day designated for pickup at your address and remove cart the same day of service.

Where should I place the cart?

- Place cart in front of curb or street gutter at least 5 feet away from any obstacle with wheels and handle facing the residence.
- Corner houses should place cart on the side their driveway is located and/or received approval from Solid Waste supervisor for another location.

Where should cars be parked on collection days?

- Park vehicles at least 5 feet away from the cart so that the truck can easily approach the cart.

Who owns the cart?

- The City of Victoria owns the cart.
- Carts are assigned to individual service (water meter) addresses, not to individual customers.
- Each cart has a serial number stamped on its side. Please record the cart's serial number for your information.

Can I take the cart with me if I move?

- No, the cart is the property of the City of Victoria and must remain at the assigned address.

How do I care for my cart?

- Complete instructions on cart care will accompany the cart when delivered.
- To prevent odors place food waste, pet waste or smelly garbage in plastic bags and tie/seal shut. PLEASE PAY PARTICULAR ATTENTION TO INFORMATION ON ITEMS, PRODUCTS, OR HAZARDOUS MATERIALS THAT SHOULD NOT BE PLACED IN THE CART.

How do I get the lid to stay down on the cart?

- After a day in the warm sunshine the lid will conform to the cart.

Where do I store the cart?

- The cart's design is 47.5" tall, 35" deep (front to back) and 27" across. The base of the cart (footprint) is slightly larger than a regular 32-gallon garbage can, so it should fit where you store your cans now.

What will the holiday pickup schedule be?

- All holiday collection will be on Wednesdays.

May I use my old garbage cans for trash?

- No, residences with automated garbage service may NOT use garbage cans other than the City issued cart.

What do I do with my old trash cans?

- Use old trash cans for yard waste, recycle them at the Huvar Street Recycling Center (if they are labeled #1 or #2 in the recycling symbol on the can) or discard them inside the new cart.

How will the elderly or handicapped move the carts?

- For those that are physically or medically unable to place the cart at the curbside, call (361)485-3220 to set up an appointment for a Solid Waste supervisor to visit your home and verify eligibility for waiver.

- Once a waiver is issued, Solid Waste drivers will move carts from a predetermined storage location and return it to that location after it is emptied.

What is the waiver eligibility and requirements?

- Residents must be temporarily or permanently disabled and unable to place cart at curb.
- There is no one else living or employed at the residence that is able to place cart at curb.
- A signed waiver authorizes personnel utilized by the City of Victoria and the City's contractors to enter your property for the purpose of providing Solid Waste collection services.
- City personnel or contractors will not enter any door or gate.
- City personnel or contractors will pick up cart from designated location verified by Solid Waste supervisor.

How will the city collect on cul-de-sacs, alleys and small streets?

- An automated truck will be used in most cases.
- Some streets may have all carts on one side.
- Each address will be notified individually if there is a special circumstance.

Is a 96-gallon cart going to hold all my garbage?

- Yes, a 96-gallon cart holds as much garbage as three standard 32-gallon garbage cans which is the average for most American households.
- If you have excess garbage, plan to distribute large quantities over a couple of weeks.
- **Trash placed in other cans or bags outside the cart will NOT be collected.**
- Do not fill the cart above the rim so that the lid will close.

How can I conserve space in the cart?

- Crushing containers and flattening boxes and packaging will help conserve space.
- Residents may recycle plastics #1 and #2, metal cans, cardboard and paper to conserve space in the cart.
- The Huvar Recycling Center at 124 Huvar off N Navarro is open Tuesday through Friday 10 a.m. to 6 p.m. and on Saturday 8 a.m. to 2 p.m.
- The Pine Street Recycling Center at 1103 E Pine Street is open Wednesday 2 p.m. to 6 p.m. and Saturday 8 a.m. to 2 p.m.

What do I do with my yard waste?

- Yard waste (leaves, grass clippings, shrub trimmings, etc) will be composted if placed at the curb in old garbage cans, PAPER yard bags or cardboard boxes.
- Yard waste that is not placed in the cart will be picked up on the same day by a separate truck that will take the waste to the composting facility for processing.
- Yard waste placed in the cart will not be composted.

Will I receive a brown paper yard waste bag every week?

- No, the bags were provided by a grant from Texas Commission on Environmental Quality to help Victorians understand about composting.

Can I get another cart if I need one?

- You may order an additional cart for \$5.00/month by calling (361)485-3220.
- Additional carts are assigned to the residence and cannot be moved to another residence. Please call the City if you move so that the additional cart can be collected.

Who do I contact if the cart is damaged or stolen?

- The City will replace defective carts.
- If a cart is damaged, through no fault of your own, contact Solid Waste at (361) 485-3220 for a replacement.
- If the cart is stolen, notify Solid Waste at (361) 485-3220 and the City will replace the cart.