

# TOWN OF LANCASTER FAQs FOR CART BASED PROGRAM

## **CARTS AND COLLECTION:**

### **WHAT ARE THE DIMENSIONS OF THE CARTS?**

Most of the Town properties will receive a pair 95-gallon carts, however some residents (those in patio homes, townhomes and condos and claiming a Senior exemption) will receive a pair of 65-gallon carts.

	<b>95-gallon Cart</b>	<b>65-gallon Cart</b>
<b>Depth</b>	33.3 in.	28.11 in.
<b>Width</b>	29.2 in.	26.7 in.
<b>Length</b>	43.5 in.	40.5 in.
<b>Empty Weight</b>	32 lbs.	27.5 lbs.

### **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.

### **WHY DID MY COLLECTION DAY CHANGE?**

The re-worked routes were necessary to accommodate the new program. An automated program allows for trucks to work quicker and travel much farther, so routes have been expanded/changed.

### **WHAT DO I DO WITH MY OLD GARBAGE AND RECYCLING CONTAINERS?**

If you wish to dispose of your old containers you may do so the week **AFTER** your new cart arrives. Simply place a "Take Me" sign on them and place out with your cart for collection. If you decide later to throw them out, please place them out during bulk collection week with a "Take Me" sign on them.

If you have previously purchased carts from a home improvement store and do not want to dispose of them, you are encouraged to identify an alternate use for them.

### **MY CART WAS NOT DELIVERED YET**

Starting January 28 the cart vendor will begin delivering carts to all Friday route customers. It will take approximately one week to complete one daily route. If you notice that your cart has not been delivered, please contact the Town Garbage Hotline at 716-601-0923. It is possible that your Trash and Recycling carts may arrive at different times.

# TOWN OF LANCASTER FAQs FOR CART BASED PROGRAM

## **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, it 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 Supervisor's 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 AND YARD DEBRIS?**

Items that will be collected:

Grass clippings - NOT BAGGED

Tree branches – not to exceed 8 feet in length and 6 inches in diameter

Twigs

Leaves - NOT BAGGED

Shrubs

Tree and Shrub roots

Tree stumps

Logs

## **These items will NOT be picked up if in bags, cans or any type of container.**

The Highway Department picks up brush on almost a daily basis, year round and weather permitting. Branches are to be placed with ends pointing toward the street and piled as neatly as possible. Brush is usually picked up on a weekly basis by the Hi-lift. Please call the Highway Department at 683-3426 when brush is placed at the street.

# TOWN OF LANCASTER FAQs FOR CART BASED PROGRAM

Items that will not be collected:

Waste products  
Pressure Treated Wood  
Railroad Ties  
Building Debris

## **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.

## **WHY DID THE TOWN MOVE TO CARTS?**

Cart based Trash and Recycling Collection is a much more efficient means to collect solid waste and recycling. The Town will save money as less time is spent loading items into a truck. Recycling is collected every-other-week instead of weekly, which also produces a significant savings.

## **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.

## **I LIVE IN AN APARTMENT COMPLEX, WHY DON'T I GET CARTS?**

Only Refuse District rate payers are eligible for carts. Apartment buildings greater than 4 units total are not eligible for this program.

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

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

## **I DON'T WANT TO PARTICIPATE IN THIS PROGRAM, CAN I "OPT OUT"?**

All Single, Double, Triple and four family parcels are required to participate in the Town's refuse collection program.

## **WHO PURCHASED THE CARTS? WERE ANY GRANT FUNDS USED?**

The Town of Lancaster purchased the trash and recycling carts. The recycling carts are eligible for 50% reimbursement from the State of New York DEC.

## **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

# TOWN OF LANCASTER FAQs FOR CART BASED PROGRAM

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).

## **ARE ACCOMODATIONS MADE FOR THE ELDERLY OR DISABLED?**

Yes. The Town has provided seniors and those living in Condo's, Town Homes and/or Patio Homes with smaller carts for their convenience. The wheeled carts are in many ways easier to roll than lifting a garbage can, however those with a physical or mental hardship should contact the Town Supervisor's office to inquire about options.

## **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 *refuse* 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 Supervisor's office to arrange for a second cart. Please note there is a fee associated with a second cart of \$103 which covers the cost of the cart itself plus the disposal cost for the additional refuse it holds.

## **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 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 Clerk. 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.

## **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.

# TOWN OF LANCASTER FAQs FOR CART BASED PROGRAM

## **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.

## **THE LID ON MY CART(S) IS BENT**

The rigid plastic lids may need a little time to return to their original form after delivery. Please allow one week or place your cart in the sun for a few hours.

## **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.

# TOWN OF LANCASTER FAQs FOR CART BASED PROGRAM

## **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 Supervisor's 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. In the event that you are unable to locate your cart, you should contact the Supervisor's Office for information on how to obtain a replacement cart and the cost of the replacement.

## **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. If you feel an additional cart is needed, please contact the Supervisor's Office at 716-601-0923 or [garbage@lancasterny.gov](mailto:garbage@lancasterny.gov) to inquire about availability of additional recycling carts. Please remember to break down cardboard and place as much as you are able to in your cart. Large cardboard that is no larger than 3' x 3', flattened, bundled and tied can be stacked next to your recycle cart; there is no limit to the amount of cardboard as long as this procedure is followed. Remember to remove all packing material from boxes and place the packing material in the trash cart.

### **I WON'T EVER FILL THE RECYCLING CART UP**

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.

### **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.

# TOWN OF LANCASTER FAQs FOR CART BASED PROGRAM

## **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.