



Town of Campbell Automated Collection of Recycling and Trash FAQs

What is Automated Collection?

Automated collection is a thoroughly proven method for collecting garbage and recycling. It is used by more and more municipalities. Each home is provided with special carts which are easy to roll and place curbside on the designated collection day. Garbage trucks equipped with a lifting device will lift, empty and return the carts to the same spot. The operator never has to leave the truck cab and controls the entire loading operation from inside the cab. The entire process takes about 15 seconds to complete.

• Why is the Town changing to automated collection?

- Increased efficiency of refuse and recyclables collection
- Improved worker safety
- Reduced costs
- Improved environmental performance by consuming less truck fuel and producing lower emissions
- More stable annual costs for collection with improved service
- Likely increase in recycling, since recyclables do not have to be separated. All recyclable materials can go in the recycling cart together.

• What about the carts?

- The two 65-gallon sized carts will be delivered to your home.
- **The Cart with the BLACK lid is for TRASH.**
- **The Cart with the GREEN lid is for RECYCLING.**
- Carts are maneuverable and easy to roll.
- Carts feature large wheels and do not need to be picked up and carried.
- Carts have snug fitting, attached lids that won't blow off or get lost.
- Carts are stable and will withstand winds from 43 to 50 mph.
- Litter, odors, animal and fly problems have been greatly reduced in areas where the carts are used.
- Carts have a smooth interior for easy cleaning.
- The carts are uniform, attractive and contribute to a tidy neighborhood appearance on collection day.

• What should I do with my old trash cans?

- They can be used around the house for other storage needs.
- They can be used for your Yard Waste disposal.
- Plastic and metal trash cans and the current recycling container can be taken to Harter's Quick Clean-Up, 2850 Larson Street, La Crosse, for no additional fee.



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- **Will my refuse/trash and recycle pick up day be changing?**
 - Yes. Garbage and recycling will now be collected on TUESDAYS.
- **When should I put the carts out?**
 - Your carts must be at the curb before 5:00 AM on your collection day. After your cart is emptied, remove it from the curb that day.
- **Where should I put my carts?**
 - Carts must be placed in the boulevard area approximately 1 foot from the curb or alley. Do not place your carts in the street!
 - Carts must be placed at least 3 feet from obstacles such as utility poles, mailboxes, trees and parked cars.
 - There must be between 3 feet between the carts.
 - Make sure the cart handle faces away from the street toward your home (see arrows on cart lids).
 - When your carts are delivered, they will be placed in the most ideal location for service. Please place the carts in the same location each week for collection.
- **Why do the handles on the carts need to be facing my house?**
 - The automated collection truck cannot turn carts around as they are picked up. Dumping a cart “backwards” can break or damage the lid.
- **Why do I need to provide space between my refuse cart and recycling cart?**
 - The collection arm on the automated truck requires space to operate safely so please keep 3 feet between each cart, and keep the carts 3 feet away from mailboxes, fire hydrants, telephone poles, low hanging tree limbs and other obstacles that may interfere with the collection.
- **What about street parking?**
 - If cars are parked along the curb where you normally place your carts, please place your carts in your driveway.
- **Is there a fee for the automated collection and/or carts?**
 - No, the costs for the carts, collection and disposal are included with your yearly property taxes. If you wish to obtain a 2nd cart for refuse or recycling, additional fee(s) apply.



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- **When is the program going to start?**
 - The Town's hauler, Harter's Quick Cleanup, will begin automated collection starting January 5, 2016.
 - Please take note that the pickup day is now changed to TUESDAYS.
- **When will carts be distributed?**
 - Harter's will begin delivering the carts to Town of Campbell homes in December.
 - Please note: although you will receive your cart in December, please do not start using your carts until after January 1st.
- **What can I put in the black lid trash cart for collection?**
 - Your refuse will consist mostly of food waste and soiled materials that cannot be reused or recycled.
 - Packing peanuts, bubble wrap and Styrofoam should also be placed in this cart.
 - Do not place recyclable materials, construction refuse, demolition refuse or hazardous materials in your refuse cart.
- **What can I put in the green lid recycling cart for collection?**
 - Plastics #1 - #7, glass jars and bottles, tin and aluminum, cardboard/paper, and wire.
 - You do not need to separate recyclable materials. They can all go in the green lid cart together.
- **Can I use other containers?**
 - No. Only the carts issued by the Town can be used for your trash and recycling materials. Items left outside the carts will not be collected. Carts that are blocked or turned the wrong way cannot be emptied.
- **Do I need to bag my refuse/trash?**
 - Although it's not required, it is recommended that all refuse/trash be bagged in clear or semi-transparent bags before it is put in the cart. Bagging helps keep the cart clean and reduces wind blown litter. The hauler will not pick up litter blown out of carts or if loose litter falls out of the cart. If you wish you can place your refuse loosely into the cart.



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- **Do I need to bag my recycling?**
 - No, recyclables should not be bagged. Place all materials loosely in the cart. The only recyclable material that should be bagged is shredded paper.
- **What size are the carts?**
 - The 65-gallon carts are 40.58H x 26.70W x 28.11D and weigh 35 pounds empty.
 - Both the refuse and recycling carts are the same size.
- **Will a 65-gallon cart be large enough for my refuse?**
 - Experience has shown that a 65-gallon cart is adequate for most homes. Increased recycling will help reduce the volume of garbage.
- **I have more refuse or recycling than can fit in the cart. Can I get an additional cart?**
 - Yes, the fee for an additional **black lid** cart is \$75 per year. The fee for an additional **green lid recycling** cart is \$55 per year. If you wish to have a 95 gallon trash or recycling tote, there will be a one-time exchange fee of \$20. *Please note that no exchanges will be done for the first 60 days.* All annual fees must be paid in advance and are subject to change.
- **I'm cleaning out the garage/basement/etc. and I have a lot of garbage to get rid of this week. Where can I dispose of it?**
 - You can deliver overflow garbage or to Harter's Quick Clean-Up, 2850 Larson Street, La Crosse, or to the citizen drop-off area at the La Crosse County Landfill on Highway 16 for a small fee. If quantities are significant (ie, remodeling, moving, etc.) you can order a dumpster from Harter's Quick Clean-Up or another waste collector who will transport it for disposal.
- **How will large items be collected such as furniture, carpet and appliances?**
 - The Town will offer free large item pick up on the following dates: January 13, April 6, July 13, and October 5. *You must contact Harter's directly the week prior to get on the list for free large item pick up.*
 - If you need large items picked up outside of the four dates listed above, please contact Harter's Quick Clean-Up, any refuse hauler, or the La Crosse County Landfill for disposal details and fees.



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- **I do not have room for the carts. Can I continue to place my trash in bags for collection?**
 - No, only trash placed in the carts will be collected.
 - If you wish you may take your refuse and/or recycling to Harter's Quick Clean-Up or the La Crosse County Landfill for disposal but no credit will be received from the Town.
- **If the carts blow over will trash/recycling still be picked up?**
 - The 65-gallon carts are extremely stable and can withstand side winds of 43 - 50 mph.
 - The homeowner is responsible for bagging all trash and cleaning up any items removed from the carts due to wind or other acts beyond the control of the Town.
 - Harter's will pick up any trash spilled as a result of their collection operations.
- **What if my carts get damaged or stolen?**
 - Each cart is equipped with an RFID (radio frequency identification) tag to track its location.
 - If your cart is stolen Harter's will try to locate it using the RFID tag. If they do not succeed the replacement fee will apply.
 - If the collection truck damages the carts, or damage occurs as a result of normal wear, Harter's Quick Clean-Up will repair or replace the cart at no charge to you.
 - Damage resulting from negligence or abuse by the resident will be the responsibility of the resident.
 - The replacement fee for either cart is \$85.
- **If I move, do I take the carts with me?**
 - **No, the carts should stay at the residence if you move.** Please leave the carts at the home they were assigned to. The carts are the property of Harter's, and are assigned to each street address via the RFID tag.
 - Please do not write house numbers or put any other markings on the carts. This is considered vandalism and the replacement fee will apply.
- **Why weren't the bags/boxes I placed on top of my cart collected?**
 - All items must be inside the cart and the lid must be closed in order for material to be collected.
- **My carts weren't completely emptied, why?**
 - The automated container dumping process lifts the container upside down and stops with a slight jolt so waste or recyclables in the cart will fall out, unless it has been wedged, forced, or compacted into the container with some force.
 - The heaviest items should be placed at the bottom of the container to facilitate the dumping of all material.



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- **Extra carts were left at my multi-family house even though I do not rent out any of the units. What do I do with the extra carts?**
 - Automated collection will be provided to residences from single-family up to 4-unit residential properties only. If you accidentally received a cart please contact Harter's Quick Clean-Up (782-2082) for removal.
- **Where do I place my carts during the winter time?**
 - DO NOT place your carts on top of a snow bank (see picture below).
 - DO NOT place your carts in the street. Placing the carts in the street could result in the snowplow damaging the carts.
 - Please shovel an area in the boulevard area approximately 1 foot from the curb or alley, or place them in your driveway after you have shoveled.
 - Carts must be placed at least 3 feet from obstacles such as utility poles, mailboxes, trees and parked cars.
 - There must be 2 - 3 feet between your carts.
 - Make sure the cart handle faces away from the street toward your home (arrows on the lid will remind you).

Place cart like this



Not This

