

Frequently Asked Questions:

What are the advantages of Automated Collection?

Cost – Greater efficiency lowers collection costs.

Ease of Use – Users can easily maneuver carts.

Sanitation – Carts prevent animal scavenging.

Aesthetics – Cleaner curbside appearance.

Noise – Automated trucks emit less noise.

Safety – Minimize occupational hazards.

Why are special carts required?

Carts are designed to be compatible with the truck's mechanical arm.

Should I bag my trash inside the cart?

Yes, all trash must be bagged inside the cart. This will prevent spillage when emptied, as well as preventing items getting stuck in the cart.

Does all trash have to fit inside the cart?

No. Residents are allowed to place up to five (5) 35 gallon trash bags outside of the cart for collection.

You may also choose to purchase another cart.

What if I have large items to dispose of?

Visit www.cityoffrederickmd.gov and complete the online form or call 301-600-1680 to schedule a bulk collection.

What if my cart gets damaged or stolen?

You are responsible for the container's security. The City replaces containers damaged by the City's collection equipment. Damage resulting from negligence, or abuse, will be the responsibility of the resident.

Do Parked Vehicles Cause Problems?

No, place carts at least three (3) feet away from parked vehicles.

What do I do when it snows?

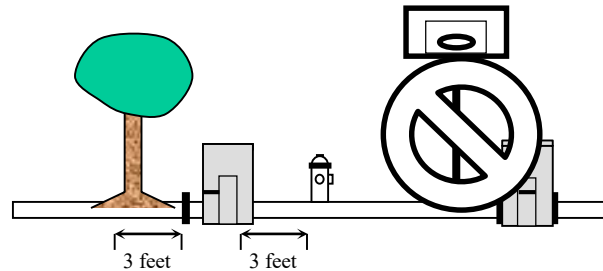
Please check City's website at

www.cityoffrederickmd.gov

for inclement weather info. Please hold your items until next business day, if collection is cancelled.

SERVICE GUIDELINES

CART PLACEMENT – Place carts as close as possible to the public street with metal bar facing toward the. Place cart at least three (3) feet from any obstruction. Please do not place under trees or portable basketball hoops.



CART USE REQUIRED – Only automated refuse containers provided by, or purchased from, the City shall be permitted for use by the automated collection system.

Reasonable Accommodations – Reasonable accommodations will be provided to individuals served by the automated collection system that are incapable of conveying their automated refuse container to the designated point of collection. The resident shall be required to produce a medical statement of their inability to convey their automated refuse container to the designated point of collection.

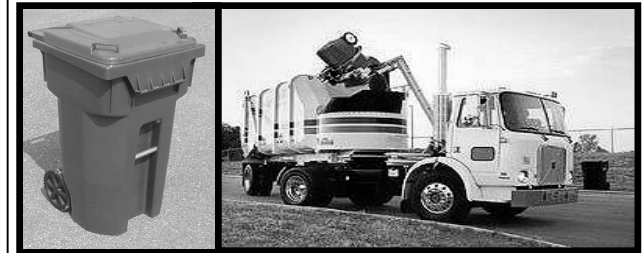
Holiday Collection - Collections are suspended on the following holidays: New Year's Day, Martin Luther King Jr. Day, President's Day, Memorial Day, July 4th, Labor Day, Veteran's Day, Thanksgiving Day and Thanksgiving Friday and Christmas Day. If your collection day coincides with one of these holidays, please hold your trash for collection on the next business day. If a holiday falls on a Friday trash will be collected on the following Monday.



THE City OF Frederick

AUTOMATED TRASH COLLECTION

New Customer Information



PLEASE SET YOUR TRASH OUT AFTER 5 P.M. ON THE NIGHT PRIOR TO YOUR PICK UP DAY.

Automated Trash Collection *An Overview*

The Truck - The new truck allows one person to safely and efficiently collect curbside refuse. The truck is equipped with a mechanical arm that automatically lifts and empties the trash container. The concept was first developed in the early 70's and many public and private trash haulers have automated to improve efficiency and safety.



The Cart - The City will provide you with a 96-gallon cart unless you notify us that you desire the smaller, 64-gallon cart (see Order Form). The carts are designed for easy maneuvering, even when full of refuse.

Also, the cart's size and shape prevent tipping over, even in high winds. The attached lid minimizes spills, wind-blown litter, and rainwater infiltration. The carts will also keep animals from scavenging in the trash.



GETTING STARTED

STEP 1: Select Cart Size

Select One:

96-gal Cart (length 28"; width 31"; height 47")

64-gal Cart (length 26"; width 27"; height 42")

You may also contact DPW at 301-600-1680 to request your trash cart.

Consider: Experience has shown that a 96-gallon cart will accommodate a week's worth of waste for most households that recycle.

STEP 2: Order Additional Carts

The cost of servicing that cart is included in your property taxes. If additional carts are needed complete the attached form and mail to City of Frederick Finance Department.

STEP 3: Reuse/dispose of your old trash can

Place old trash cans inside of automated cart for collection.

STEP 4: Set out your new trash cart

Place your cart in the street with its wheels adjacent to the curb, so that the lid opens towards the street. Make sure that the cart is at least three (3) feet from any obstruction.

Order Form

NOTE: Only use this Form to order additional or replacement carts.

I request replacement carts, as follows:

I request additional carts, as follows:

___ 64-gal carts x \$82 per cart = \$ _____

___ 96-gal carts x \$91 per cart = \$ _____

NAME: _____

ADDRESS: _____

TELEPHONE: _____

E-MAIL: _____

AMOUNT ENCLOSED: \$ _____

SIGNATURE: _____

Please send form to: The City of Frederick, Finance Dept., 101 North Court Street, Frederick, MD 21701. Attn: Auto Trash.

Please make checks payable to:

The City of Frederick.