



## Frequently Asked Questions About The Automated Collection and Refuse Cart Program

Call us at **727-8770** or e-mail: [solidwaste@co.henrico.va.us](mailto:solidwaste@co.henrico.va.us)

Visit our website: [www.henricodpu.org](http://www.henricodpu.org)

Need Recycling Service? Call the CVWMA: 340 -0900

Within the first two weeks of April, Henrico County will begin automated refuse collection in your neighborhood. We will deliver 95-gallon carts to customers approximately one week before the program starts.



**Automated Collection Truck**



**95-gallon refuse cart**

This program is similar to those used in other localities. The change will provide a neater curbside appearance and make it easier to bring your trash to the curb. The carts are also a more efficient way for us to collect trash and will reduce worker injuries.

### **Who owns the cart?**

Carts are county property provided to customers as part of our service. If you discontinue service, we will collect the cart and reuse it.

### **Who maintains the cart?**

The manufacturer guarantees carts for 10 years. The county will repair carts damaged during normal use or work directly with the manufacturer to complete warranty repairs. Customers should wash their cart just as they would their own trash cans.

### **Can I use my other trash cans?**

You must use the cart the county provides or one that is compatible with an automated collection truck and a hydraulic cart dumper. Check the solid waste Web site or call us to learn more about compatible carts. Compatible carts will look like the picture above.

### **Can I place trash bags or other items outside the cart?**

No, all trash must be placed inside the cart or it will not be collected. Please do not set out trash bags or old style trash cans; the driver will not collect these items.

### **Why change to the cart?**

Many of our customers prefer this container and they reduce work-related injuries.

### **Why do customers like them?**

- Like a refrigerator dolly or a hand truck, the cart uses leverage and wheels to easily roll trash to the curb.
- The carts can hold a week's worth of trash for a normal family - up to 250 pounds.
- They can withstand winds up to 40 miles per hour and the lid will not blow off.
- Carts are made of thick polyethylene plastic that is resistant to animals.

### **How does this prevent worker injuries?**

Hand loading refuse is a difficult job. Workers must watch for many hazards: glass and sharp objects can cut them; insects can sting; heavy lifting strains muscles; slips and falls can occur in wet weather; and there are heat related injuries in hot weather. Refuse workers must constantly watch for inattentive drivers who pose a safety risk.

With carts and automated collection trucks we eliminate most of these hazards. Preventing workplace injuries keeps employees on the job and allows us to continue providing reasonably-priced waste collection services to our customers.

### **Will automating refuse collection cause job loss?**

Henrico County will not be reducing its workforce because of this change. Our crews will decrease in size from three employees to just the driver. As the number of employees collecting refuse declines, employees will be transferred or retrained for other jobs.

### **What if I have more trash than the cart will hold?**

Customers must place all refuse in a county-provided or a compatible cart. An average family produces just over a ton of trash per year; less than 50 pounds per week. Most families will find the 95-gallon cart is adequate. Families that use the curb side recycling service will greatly reduce bulky items in their trash such as cardboard, newspapers, magazines and beverage containers.

If your needs exceed the capacity of a single cart, we will provide a second cart for a \$65 one time charge.

If you would rather own your cart, you may purchase one from a home center; however, you will be responsible for repairs and maintenance. Please call us or check our Web site for examples of compatible carts. Compatible carts will be similar to the picture on the front page, they will have a front lifting bar, wheels, attached lid and be made of thick polyethylene plastic.

### **Will the service cost more?**

No, our automated customers will be charged the same fee as those who have the service provided with laborers lifting trash cans into the truck.

### **What do I do with bags of grass clippings each week?**

Instead of sending grass clippings to the landfill, the Virginia Tech Cooperative Extension Service [www.ext.vt.edu](http://www.ext.vt.edu) recommends you leave them on the lawn to decompose or use them in compost. This recycles nutrients back into the soil and saves money on fertilizer. Customers with large yards who bag their grass clippings will likely need a second cart.

### **What about bagged leaves?**

Virginia Tech also recommends you allow leaves to decompose into the soil or use a lawn mower to chop them and then place them in a compost pile. If you must place grass clippings and leaves in the trash, we recommend you purchase a second cart or pay the county to deliver one.