

# TOWN OF LOCKPORT FAQs FOR CART BASED PROGRAM

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

The local solid waste industry is transitioning to cart based collection as a means to increase worker safety and reduce labor expenses. Cart based Trash Collection is a much more efficient means to collect solid waste.

## **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 tanks), Liquid waste (oil, paint), electronics, hazardous, radioactive and explosive wastes are prohibited.

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

All Single, Double, and Triple family parcels are required to participate in the Town's refuse collection program. Each property must have one cart issued per number of units on the property. For example, a double family home will be issued two carts.

## **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 make arrangements with a debris removal company. Or, take advantage of disposing 4 bulk items during dedicated bulk week each month.

## **WHEN CAN I PUT OUT LARGE TRASH ITEMS?**

Residents are allowed to place out a total of four (4) bulk items each month during a dedicated "bulk waste" collection week. Please review the material mailed to you and also posted on the website to determine when bulk collection will take place. Normal bagged household trash is not considered a bulk item and must be placed in your trash carts or have an "additional capacity tag" attached to be collected.

## **WHERE CAN I DISPOSE OF LEAF AND YARD DEBRIS?**

You may place yard and leaf debris into your cart. Residents of curbed or street gutters are provided leaf collection service by the Town. Residents may also pick 20 free "leaf tags" from the Town Clerk's Office. Leaves must be placed in clear bags and have a leaf tag for collection. Lastly, residents are encouraged to find alternate disposal or composting means.

## **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 of the cart must have a Town issued sticker for collection. Additional "bag tag" waste is limited to one 30-gallon bag of waste that does not weigh more than 40-lbs. During bulk week, three bulk items are allowed out for placement. Recycling shall be placed out every-other-week.

## **WHAT IF I WANT TO PUT OUT MORE WASTE?**

There are options if you have more waste than what will fit inside your cart. You may purchase additional capacity stickers for \$5 per tag at Town Hall, or if you need more consistent capacity, you may request an additional cart. Additional carts, however, will not be available until after March 1, 2024. The fee for an additional cart will be \$65, plus an annual fee of \$50 on your tax bill to pay Modern for handling the extra cart.

## **CAN I PURCHASE AN ADDITIONAL CART FROM SOURCES OTHER THAN THE TOWN OF LOCKPORT?**

No. The Town has contracted with Modern for collection from ONLY Town issued carts. Any other cart or can placed out for collection will not have the contents emptied.

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## **I AM BUILDING A NEW HOUSE IN LOCKPORT, HOW WILL I GET CARTS WHEN I MOVE IN?**

Once your certificate of occupancy is issued by the Building Inspector, the Town will issue your carts.

## **IF I MOVE, CAN I TAKE MY CART WITH ME?**

No. The carts are the property of the Town of Lockport and must remain with the property.

## **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.

## **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.

## **MODERN DID NOT COLLECT MY TRASH or RECYCLING**

For all missed collections, please contact Modern customer service at **1-800-330-7107 or email CS@Modern-Corp.com.**

## **HOW DO I PLACE MY CARTS OUT FOR COLLECTION?**

All carts should be at minimum of 2 feet away from cars and other objects and handles must face towards the house. Please have carts out no later than 7 AM on day of collection, as collection will start promptly at 7 AM. 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.

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

If you wish to dispose of your old containers you may do so as a bulk item during the month of December 2023. Simply place a "Take Me" sign or an "X" on them and place out with your cart for collection. 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.

## **CAN I GET AN ADDITIONAL REFUSE CART?**

Yes, each parcel has been assigned one cart per unit (single family home= 1 cart). We encourage you to "try out" your cart for several months. If, after March 1, you feel you need to add an additional cart, please contact the Highway Department to arrange for a second cart. Please note there are fees associated with additional carts, a cart fee of \$65/cart and an annual collection fee of \$50/cart.

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## **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 March 1, 2024.

## **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.