

Frequently Asked Questions

Questions and Answers about
Automated Recycling Collection

Why are you automating recycling and not solid waste?

The Town is implementing automated recycling collection as the first phase of the automated collection program. The decision to start with recycling was due to the volume of recycling bins that were being placed out on a weekly basis created a higher risk of work injury. The Town plans to implement automated solid waste collection in the near future.

How do I identify my carts?

Your carts are assigned to your address using a serial number imprinted on the cart. Record these numbers in your User's Guide, which is provided with your new carts. This will help you identify your carts in the case of a windstorm or if your carts are stolen or misplaced.

Where and how do I store my recycling carts?

Store your carts in the backyard, garage, or any other convenient, safe location where they are not visible except on scheduled collection days. Do not store your carts near a furnace, grill, or any other heat source.

Is my recycling day changing?

NO – your recycling day will remain the same. Please have your recyclables out at 7:00 a.m. on your day of collection.

Can I use another container?

NO – only the carts issued by the Town can be used. Recyclables left outside the carts will not be collected. Carts that are blocked or turned the wrong way cannot be emptied.

What can I put in the cart for recycling collection?

Plastic containers (bottles, jugs, and jars) can be placed in the gray lid rolling

cart. Paper and cardboard can be put into your black lid rolling cart.

Does cardboard have to be bundled and tied?

Cardboard does NOT have to be bundled and tied. To prevent cardboard from being jammed too tightly, we ask that you cut or flatten the cardboard so that the container can be easily emptied.

How full should my recycling cart be when I set it out?

It is most efficient and economical for our trucks to make stops for full or nearly full carts. Also, it improves air quality when trucks don't have to make unnecessary stops. If your cart is not full and you feel you can wait until the next collection cycle, please do not put your cart out.

How do I move my carts?

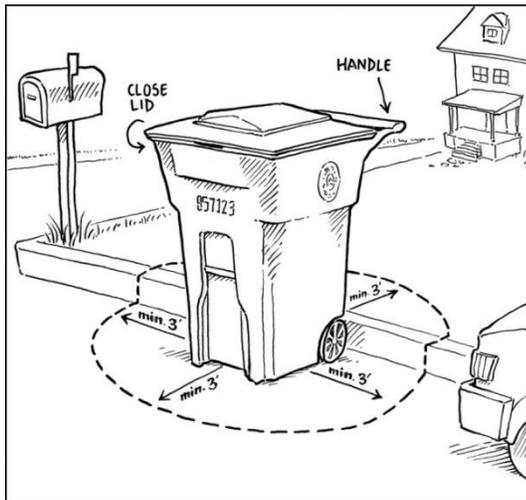
Make sure the lid is closed, grab the handle with both hands, place one foot against the base of the cart on the axle, and carefully tilt the cart toward you. Push or pull the cart to roll it. Do not drag the cart as it may result in damage. Do not tilt or roll the cart with the lid open. On hills, push the cart when going downhill, and pull the cart when going uphill-the cart should always be on the downhill side of you. Use caution with your cart when moving your cart on ice or snow.

What size is the recycling cart?

Initially households will receive two 65-gallon wheeled recycling carts: one black with a gray lid, and one black with a black lid. After the initial 60 day implementation period, SMART participants may request a change in cart size based on individual needs i.e. elderly participants – 35-gallon cart, large family or shared multi-unit participants – 96-gallon cart for one time at no charge.

Where should I put my cart?

Carts must be placed at least three feet from obstacles such as utility poles, mailboxes, trees, and parked cars. Carts must be within two feet of the curb edge. Make sure the container handle faces away from the street toward your home. When your carts are delivered, they will be placed in the most ideal location for service. Please place the containers in that same location each week for collection.



Why do the handles on the recycling carts need to be facing my house?

The automated collection truck cannot turn the cart around as it picks it up. Dumping the cart “backwards” can break or damage the lid.

When should I put the cart out?

Your cart must be at the curb by 7:00 a.m. on your solid waste collection day. After your cart is emptied, remove it from the curb.

Why do I need to provide space between my solid waste containers/SMART bags set out for collection?

A different vehicle collects solid waste, so access is important. Also, the collection arm on the automated truck requires space to make the collection safely so that it will not tip over other containers or damage your

property. Please keep the carts away from mailboxes, fire hydrants, telephone poles, and other obstacles that may interfere with the collection.

What if my cart gets damaged or stolen?

The carts are the property of the Town of Dartmouth and each one is assigned an address and a serial number. All reports of damage or theft will be investigated and should be reported to the Town of Dartmouth Department of Public Works at (508) 999-0740. If our collection truck caused the damage, we will replace the cart at no charge to you. If the damage is from any other cause, the resident is responsible for replacement. Wheels, lids, and axles are normally replaced at no cost to the resident. Please DO NOT write house numbers or put any other markings on the carts. The cart is the property of the Town of Dartmouth. If you move or choose to opt out of the SMART program, the Department of Public Works must be notified to schedule an appointment to retrieve the carts. A fine of not more than \$100 will be imposed for failure to return carts.