

**Village of North Syracuse
Automated Collection
Frequently Asked Questions**

What is Automated Collection?

Automated collection is the removal of trash and single stream recycling placed curbside, using a collection truck with a mechanical arm. The truck is controlled by a single operator, who controls the entire loading operation from his cab of the vehicle. He will lift, empty and return the Toter to same spot.

Why is the Village of North Syracuse changing to Automated Collection?

- **It's Safer:** A Sanitation Worker is the 7th most dangerous job in the nation with a fatality rate of 25 per 100,000 workers. Waste collectors are also exposed to health and environmental safety risks due to heavy work loads, volatile compound, potentially hazardous or even infectious materials.
- **More recycling:** A Toter can hold more material than a hand carry bin.
- **Less waste to landfill:** More recycling means less to landfill, which means longer landfill life.
- **Cleanliness:** Use of a Toter with attached lid, reduces the incidence of wind-blown litter resulting in cleaner streets and water drainage systems. Toters also prevent animal scavenging.
- **Ease of Use:** Rolling a Toter to the curb is easier, more maneuverable and safer for residents because there is no carrying or lifting of heavy and/or multiple containers. The Toters are well engineered with a low center of gravity for stability
- **Improved collection efficiency:** Allows collections to be performed by one sanitation worker, simplifies trash and recycling pick-up and streamlines the collect process, which helps reduce cost.

Where do I get the Toters and how many will I get?

Each business or dwelling unit will be provided with 2 – 95 gallon roll-out carts, referred to as Toters. **One Toter will be black and used for trash only, the second Toter will be neon green and used for recycling.** The collection truck will be equipped with a lifting device on the curbside and two separate compartments for trash and single stream recycling.

How do I get my Toters?

Your Toters will be delivered between October 22, 2018 and November 2, 2018. **PLEASE DO NOT USE YOUR TOTERS UNTIL THE START DATE of November 5, 2018.** Syracuse Haulers will not be fully equipped to collect these Toters until official start date November 5, 2018. Toter will be delivered by Zone, starting at Zone 1 and work through to Zone 4.

When do I start using my Toters?

You should start using your cart as of November 5, 2018.

Do I need to bag my trash?

Yes. All trash should be bagged as best as possible before it is put into Toter. Bagging helps keep the Toter clean and reduces wind blown litter. Any trash outside of the Toter will not be collected.

Can I use another type of container besides the Toters provided?

No. The Toters are designed to be compatible with the automated truck

What size is the 95 gallon Toter?

Width – 28.70 inches

Depth – 33.73 inches

Height (with lid) – 45.13 inches

Capacity – 97.57 gallons

Load Rating – 332.50 pounds

Will a 95-gallon Toter be large enough for my trash?

Recent studies have shown that the average 4 person household generates 4-5, 13 gallon bags of trash per week. Proper recycling will greatly reduce the volume of your trash.

What are my options for extra trash or extra recycling that regularly does not fit in the 95 gallon Toter ?

You can call Syracuse Haulers Waste Removal, Inc directly for additional Toter(s)

Yearly additional cost for a Trash Toter - \$123.00

Yearly additional cost for a Recycling Toter - \$65.00

What can I put in the Toter for trash collection?

Only bagged household trash can be put in your Toter. Please do not put loose trash into your cart. Do NOT place recyclable materials, construction materials, demolition material, yard waste, hazardous or any similar materials in your Toter.

Will I receive a new recycling Toter as well?

Yes, all residents that receives a trash Toter will also receive a 95 gallon recycling Toter. One trash and one recycling Toter is considered a UNIT, per Village of North Syracuse contract.

What if my Toter gets damaged or stolen?

The Toters are the property of Syracuse Haulers Waste Removal, Inc. and each one is assigned to an address with a corresponding serial number. If the collection truck causes the damage, or a result of normal wear, Syracuse Haulers will replace the Toter at no charge to you. Damage resulting from negligence or abuse by the resident will be the responsibility of the resident, a \$125.00 charge will be applied. Any theft of a Toter must be reported to the Village of North Syracuse Police Department, non-emergency phone number 315-458-5670, and a copy of the police report submitted to Syracuse Haulers Waste Removal, Inc.

If I move, do I take the cart with me?

No, the cart is the property of Syracuse Haulers Waste Removal, Inc. and is assigned to each street address by means of a unique serial number. If you move, please leave the cart at your home, in a secure area.

Why weren't the bags/boxes I placed on top of the Toter not collected?

No trash or recycling is to be placed on top of the automated Toter as it will fall off the Toter and cause collection issues and debris to be strewn.

Extra Toters were left at my multifamily residence, what do I do with the extra Toters?

Please contact Syracuse Haulers Waste Removal, Inc. directly to report extra Toters and to schedule a pick up. Phone number 315-4266-6771.

Is my trash and recycling day changing?

No. Collection schedules will not be changed unless otherwise noted.

When should I put the Toters out?

Your Toters may be put at the curb, the night before your pick-up day. They must be out by 6:00 am on your trash/recycling day.

Where to put my carts?

Please see the attached sheet for examples of Toter placement.

I live in an Apartment Complex, do I get Toters?

NO, service provided by property owner.

Can I write my name & address on Toters ?

NO, you may not write directly on the Toter. You may place a strip of tape on Toter with your address.

If you have any other questions, concerns or issues, please contact Syracuse Haulers Waste Removal, Inc directly at 315-426-6771.

Thank you