

Garbage and Recycling Collection Frequently Asked Questions

Q. What is Automated Collection?

A. Residents purchase their heavy duty garbage and /or recycling carts from the City. Residents then place their cart(s) at the curb on their scheduled collection day. Garbage is collected every week and recyclables are collected every other week. The automated vehicle is equipped with a lifting mechanism that has a reach of 12 feet. The lift arm will grab the cart, empty the contents, and return the cart back to the resident's terrace or driveway apron. The operator controls the operation from the driver's seat. Within 12 hours after collection, the resident returns the cart back to the proper point of storage on their property.

Q. What is Single Stream Recycling?

A. Single Stream Recycling refers to a system in which all paper fibers and plastic and glass containers are mixed together in a collection truck, instead of being sorted into separate commodities (non-shredded paper, cardboard, plastic, glass, etc.) Single Stream Recycling eliminates the need for residents to separate recyclables.

Q. What is the estimated size of the carts?

A. 96 gallon: Length = 35.25 inches, Width = 29.75 inches, Height = 43.25 inches
64 gallon: Length = 31.75 inches, Width = 24.25 inches, Height = 41.75 inches

Q. Can I purchase my own carts at a local store?

A. NO. The carts must be compatible with the automated collection equipment. The standardization of the carts allows for easy identification of garbage and recyclables for both residents and collection crews. Carts are assigned to a specific address and have a serial number hot stamped on the front that will aid in identifying a lost or stolen cart. Carts can be purchased at the Collections Counter at City Hall.

Q. Where should I place my carts on collection day?

A. Place your carts on your driveway apron or terrace so that they are three (3) feet away from obstacles such as other carts, parked cars, mail boxes, utility poles, trees and other obstructions. If the terrace is too narrow to place the cart without obstructing the sidewalk, place your cart on the house edge of the sidewalk or driveway apron. Always place your carts so that the white identification numbers are facing the street. This places the lid opening in the proper position for emptying the carts. **Winter placement** of your carts is best on your driveway apron after you have cleared it of snow. Carts can also be placed on a **cleared** area on the **street side** of your terrace. **DO NOT** place your carts on top of a snow bank or on the sidewalk. **Improperly placed carts will not be collected.**

Q. What if I have more garbage or recycling than will fit in the cart?

A. If a resident has an occasional need for extra garbage disposal, try one of the following options:

- Check with a neighbor to see if they have extra room for your waste materials in their cart(s)
- Hold the excess waste materials for disposal on the next collection week

- Take waste for disposal to the Winnebago County Solid Waste/Recycling Transfer Station (Landfill) (920) 232-1800, www.winnebagocountysolidwaste.com. Disposal fees may apply.
- Purchase an additional cart. Additional garbage or recycling carts may be purchased at the Collections Counter at City Hall. Each **additional** garbage cart will be charged an annual collection fee of \$180.00. There are no restrictions on the number of recycling carts collected per living unit.
- Items that do not fit into the cart may be scheduled as a Special Paid Pick up at the Collections Counter at City Hall, 215 Church Avenue. Once scheduled, the item should be placed at least 3 feet away from your carts on the terrace or driveway apron, no later than 5 am on your scheduled collection day.

Q. What is the cost to pick up large items that do not fit into my garbage cart?

A. Items that do not fit into the cart may be scheduled as a **Special Paid Pick up** at the Collection Center at City Hall, 215 Church Avenue. Once scheduled, the item should be placed at least 3 feet away from your cart(s) on the terrace or driveway apron, no later than 5 am on your scheduled collection day. The prepaid cost per item is as follows:

- \$13—Metal items, such as storm doors, lawn mowers, grills, weight benches (weights can be placed in the garbage cart)
- \$15—Large items such as couches, toilets, dressers, carpeting (rolled and tied, no larger than 4 feet in length and weighing less than 50 pounds), mattresses, box springs
- \$23—Appliances, such as microwaves, stoves, washers, dryers, dehumidifiers, humidifiers, air conditioners, treadmills, refrigerators and freezers. Remove the doors from the refrigerators and freezers.

Q. I have items advertised for free or for sale, can I leave them on the terrace or driveway apron for pick up?

A. NO. The terrace and driveway apron cannot be used as a pick up location. Items out “for sale” or for “free” should be placed on the **house side of the sidewalk**, either on the grass or on the driveway. Any items on the terrace or driveway apron are presumed out for collection by the Sanitation Division. If the items are not scheduled as a Special Paid Pick up, Sanitation personnel will tag the item with a Violation Notice. The item must be removed by 5 am of the following work day or the City will collect the item and a Violation Invoice will be issued for the cost of collection (minimum \$25 plus an administrative charge).

Q. What if I have a cart, but I want a different size?

A. At this time, there is no upgrade or exchange program. A different size garbage or recycling cart may be purchased at the Collections Counter at City Hall as inventory permits. Only one garbage cart will be collected per living unit, unless the \$180.00 annual collection fee has been paid. Additional recycling carts may also be purchased through the City. There is no restriction as to the number of recycling carts collected per living unit. All carts remain the property of the property owner. If desired, the City will take back the unwanted cart, but no credit or refund will be given.

Q. What if I want an additional cart?

A. If a resident has a **permanent** need for weekly garbage disposal that is larger than the cart they are currently using, an additional cart can be purchased through the City (at the Collections Counter at City Hall). An annual collection fee of \$180.00 per additional cart will be assessed. Additional recycling carts may also be purchased through the City. Another option, residents can take their extra garbage or recyclables to the Winnebago County Transfer Site located at 100 West County Road Y, (920) 232-1800.

Q. When can I set out my carts?

A. Carts **must be set out for collection by 5:00 am** on the scheduled collection day. Late set outs will not be collected until your next scheduled collection. City ordinance states that solid waste **shall not be placed out for collection before 4 pm of the day preceding a regularly scheduled collection day. Carts shall be returned to the proper point of storage on private property within twelve (12) hours after collection.**

Q. How does the Automated Collection Program address individuals who are physically unable to move their carts to the curb?

A. The City of Oshkosh has an Exemption Service (ES) program to assist residents with disabilities. Residents who are physically unable to place their carts at the curb, and have no one in their household or employ that can help, may qualify for the City's ES program at no additional cost. Residents shall submit an annual application, verified by their doctor, stating they have a disability that restricts them from moving their carts to the curb. Applications for the ES program are available by calling the Sanitation Division at (920) 232-5383 or by visiting the Sanitation webpage, www.oshkoshwi.gov/Sanitation

Q. Where can I store my carts?

A. Ideally, your carts should be stored in your garage. The storage area you choose should be kept clean at all times. Please see the **Garbage & Recycling Cart Storage Requirements** on the Sanitation webpage for proper storage diagrams.

- Carts **cannot** be stored on any side of a building that faces a public right-of-way except alleys.
- Carts **cannot** be stored on, under, or alongside of a front porch, stoop, landing, accessible ramp, or deck fronting on the public right-of-way.
- Carts **cannot** be stored within 15 feet of the public right-of-way except during collection time periods.

Q. What can I put in the black garbage cart?

A. All regular household waste (no recyclable items). **Shredded paper**, Styrofoam packing material, dried latex paint cans and hard plastic children's toys **must** be placed inside the city provided black **garbage** cart. The **lid must be closed**, and nothing may be placed on top of the cart lid when it is set out for collection. Extra bags that have been scheduled as a **Special Paid Pick up** must be placed on the ground at least 3 feet away from the cart. Do not exceed the 300 pound weight limit of the cart or the 50 pound weight limit for extra bags.

Q. What CANNOT be placed in the black garbage cart?

A. Examples include: Recyclables, grass and yard waste, appliances, electronics, tires, engine oil, hazardous materials/chemicals, oil-based paint, batteries, antifreeze, dirt, rocks, concrete, and asphalt shingles.

Q. Should I bag my recyclables before placing them in the blue recycling cart?

A. NO. Place all recyclables in the cart loosely.

Q. What can I put in the blue recycling cart?

A. In general, non-shredded paper, plastic (no bags or wrap), glass, and aluminum and metal cans may be placed in the recycling cart. Recyclable food containers should be emptied and rinsed before being placed in the recycling cart. Cardboard should be flattened and cut to fit in the recycling cart (2 feet by 2 feet). The lid must be closed, and nothing may be placed on top of the cart lid when it is set out for collection.

Q. What can NOT be placed in the blue recycling cart?

A. Plastic bags or wrap, **shredded paper**, garbage, clothing, yard waste, appliances, electronics, hazardous materials or chemicals, paint, tires, batteries, antifreeze, engine oil, are all examples of materials that are not allowed in the recycling cart. Please see the flyer for **Electronics and other items not picked up curbside** on the Sanitation webpage for more information.

Q. Do I have to set my cart(s) out even if I don't have much in it?

A. NO. Residents have the freedom to decide if their garbage or recycling cart has enough material to be collected on designated collection days.

Q. What if my carts are missing?

A. Call the Sanitation Division office at (920) 232-5383. The Sanitation Division has a master list of the carts that were delivered to each address. This list includes the serial number that is hot stamped on the front. The serial number can assist you in tracking down your missing cart. If the carts(s) are not recovered, you may file a police report. The replacement cost of new carts is the responsibility of the property owner.

Q. Who maintains the carts?

A. The property owner/resident maintains the carts. The carts are built for the purpose of storing garbage or recyclables and should be nearly maintenance free with normal wear and tear.

Q. If I move can I take my cart(s) with me to a new location?

A. YES. If you are the property owner, they are yours to keep and maintain. You can also leave the carts for the new owner. It is unlikely that the carts could be used in other communities. If you do move your carts to a new address within the city, please call the Sanitation Division office, (920) 232-5383, so that the cart numbers can be transferred to the new address in our files. **Reminder**, if you rent, the carts belong to the property owner. Contact your landlord before moving the carts.

Q. Will I need to participate in the Automated Collection Program if I rent?

A. YES. The City collects from dwellings containing four (4) living units or less. The property owner will choose the size and number of carts needed for the property. However, **one (1)** recycling cart is required at each living unit. It is the responsibility of the landlord to coordinate and communicate collection procedures with tenants.

Q. Is there a way to be notified of Sanitation updates and schedule changes?

A. YES. You may sign up for Sanitation division updates sent directly to your inbox. Send a blank email to: **specialcollections-subscribe-request@listserver.oshkoshwi.gov**

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