



New Curbside Collection Program for Unincorporated Lake County Residents

FREQUENTLY ASKED QUESTIONS

WHO WILL BE AFFECTED BY THE 1-1-1 CURBSIDE COLLECTION PROGRAM AND WHEN WILL IT START?

The 1-1-1 program, which will provide once a week trash, yard waste and recycling collection, will take effect on Monday, October 6, 2014 for residents in unincorporated Lake County.

WILL THE 1-1-1 PROGRAM CHANGE THE COST OF MY COLLECTION?

Currently, your assessment is \$184 a year for Solid Waste. Switching to the new 1-1-1 program will vary between \$168 to \$189 depending on which service area you reside. If a Homeowner's Association (HOA) chooses to opt-out of the program, and continue with twice-a-week trash collection, the cost could be between \$207 and \$231 a year per household depending on which service area you reside.

WHAT IS AUTOMATED/SEMI-AUTOMATED COLLECTION, AND WHY CAN'T I CONTINUE TO USE MY EXISTING TRASH CANS?

Automated/semi-automated collection uses a vehicle equipped with a lifting mechanism.

The lifting mechanism reaches out to the specially designed cart provided, lifts it up, empties the contents and returns the cart to its original position near the curb. Due to the variety of shapes and sizes of store-purchased trash cans, only the designated carts provided can be used for automated collection services.

WHAT IS SINGLE-STREAM RECYCLING?

Single-stream recycling allows residents to place all recyclables together in one container. This approach makes it convenient for residents which increases participation in the recycling program. Increased participation also reduces the waste volume which could equate to a disposal cost-savings for County Residents.

WHAT ARE THE BENEFITS OF USING ROLL CARTS FOR THE COLLECTION OF TRASH AND RECYCLING?

There are several benefits:

- Residents will no longer have to purchase their own trash bins because the carts will be provided at no cost to the residents.
- Using a roll cart for recycling increases the

capacity for recyclable commodities verses the current 18-gallon yellow bins.

- Due to the recycling cart having wheels, it may be more convenient for residents to wheel the cart to the curb opposed to carrying an 18-gallon yellow bin.
- Carts help create neater and litter-free neighborhoods.

WHAT SIZE TRASH AND RECYCLING CARTS WILL BE PROVIDED?

Residents will be able to choose between a 95-, 65- or 35-gallon trash cart, in addition to choosing between a 95-, 65- or 35-gallon recycling cart. The County's contracted haulers will survey each residence to determine what size carts the resident prefers before delivering them. If residents don't respond to the hauler's survey, then the default will be a 95 gallon for trash and a 65 gallon for recycling.

HOW DO THE NEW CARTS GET USED?

The carts should be placed directly at the curb, with the handle away from the street facing your house. Keep a 4-foot distance between carts and mailboxes or other objects, and do not park cars in front of, or close to, the cart.

WHAT IF THE NEW CART IS TOO BIG OR TOO SMALL?

The default carts provided will be 95 gallon for trash and 65 gallon for recycling. If a resident prefers a different cart size, they can call 352-343-3776 to request a change. Within the first six months from the start of the new service, residents will be able to make a one-time change in selection of their designated cart sizes at no cost. After the 6 months, a fee will be associated with a change in cart sizes. However, residents will not be charged if they request a larger recycling cart.

WHAT IF THE TRASH AND RECYCLING CARTS ARE NOT DELIVERED BY SEPTEMBER 30, 2014?

If the carts have not been delivered by September 30, 2014, residents can place their trash and recycling commodities out at the curb in a trash can or bag, until the carts are delivered.

(more on back)



New Curbside Collection Program for Unincorporated Lake County Residents

FREQUENTLY ASKED QUESTIONS

BOTH THE TRASH AND RECYCLING CARTS ARE THE SAME COLOR. WHICH ONE IS USED FOR TRASH, AND WHICH IS USED FOR RECYCLING?

Although the carts themselves are the same color on the bottom, the lid colors are different. The trash cart has a tan lid, which is the same color as the trash cart body. The recycling cart has a lid that is dark green. The recycling cart lid will also have information on it to inform residents on what can and cannot be recycled.

WHAT SHOULD BE DONE WITH OLD TRASH CANS OR THE YELLOW RECYCLING BIN?

Residents can keep their old trash cans and may utilize them to containerize their yard waste. Residents can also keep their yellow recycling bin or they can recycle them with their curbside recycling collection.

WHY IS THE COUNTY HOLDING MEETINGS JANUARY AND FEBRUARY 2014 TO DISCUSS THE 1-1-1 PROGRAM?

The County is informing residents and HOAs about the changes in trash collection. If an HOA has a minimum of 50 lots or more and wishes to opt-out of the once a week trash

collection and continue with twice-a-week trash collection, homeowners in that community would have to pay a higher fee (refer to FAQ #2). HOAs must submit their decision to the County by 5 p.m. on Friday, March 7.

WILL TRASH PICKUP DAYS AND TIMES BE CHANGING, AND WHERE DO RESIDENTS FIND OUT THEIR TRASH COLLECTION DAY?

It's likely that your pickup day and time will change with the new service. Residents will be informed by the County and their respective hauler on the days their scheduled collection will occur.

WHAT IF HEALTH REASONS PREVENT A RESIDENT FROM TAKING THEIR TRASH OR RECYCLABLES TO THE CURB FOR PICKUP?

Back door service is available for residents who, due to health reasons, cannot transport their trash or recyclables to the curb. Residents can contact the County for details and more information.

WHAT IF THE SCHEDULED COLLECTION DAY FALLS ON A HOLIDAY?

In the event your collection day falls on a holiday, your collection will be the following day. For example, if Monday is a holiday and your trash

and recycling collection are on Mondays, your trash and recycling collection will occur on Tuesday. Your yard waste would also be a day later. For example, if Monday is a holiday and your yard waste collection is on Thursday, then your yard waste would be collected on Friday.

Collection services will not be provided on the holidays listed below.

- New Years
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas

WILL THERE BE A SPECIAL PROVISION FOR TRASH COLLECTION DURING THE HOLIDAYS?

Yes, the week after each of the six holidays, on your next scheduled trash collection day, haulers will collect an unlimited amount of trash. Residents may place additional trash at the curb in bags regardless if it's in the cart or not.

WILL THERE BE A CHANGE IN THE WAY YARD WASTE AND BULK ITEMS ARE COLLECTED?

Yard waste will be collected once a week. Residents are no longer required to tie, bag or bundle yard waste. It can be placed at the curb loose or in a biodegradable or plastic bag. Branches and

limbs can be no longer than 4 feet in length, and 6 inches in diameter, and must be less than 50 pounds in weight and stacked uniformly. Residents can notify the hauler directly for bulk items or you can just place bulk items at the curb for collection. Bulk items include furniture, appliances and other large household items. The haulers have 72 hours (excluding Sundays or holidays) to fulfill the request.

CAN RESIDENTS STILL DROP OFF ITEMS AT A CONVENIENCE CENTER?

Yes, Lake county residents may dispose of items at any of the County's six Convenience Centers. For questions regarding items accepted, days of operation or disposal fees, please visit the Lake County Solid Waste Website or call (352) 343-3776.

ARE THE FRANCHISED HAULERS GOING TO CHANGE? IF SO, WHY?

The County accepted proposals from collection vendors in the three service areas. Due to the competitive procurement process, there will be 2 new haulers and 1 incumbent. The franchised hauler for service area 1 is WCA, service area 2 is Progressive Waste Solutions and service area 3 is Waste Pro.