



One Day a Week Garbage Collection Program Q & A (Effective January 2015)

RESIDENTIAL GARBAGE COLLECTION

Q: When will the program come to my neighborhood?

A: The Solid Waste Unit will begin a phased implementation of the One Day a Week program starting in January, 2015. The first phase of the program will include residents living in the Southeast and Southwest sections of the City. The second phase of the program is anticipated to begin in mid to late summer 2015 and will include residents living in the Northeast and Northwest sections of the City.

Q: What if my garbage cart is not big enough?

A: Existing customers in need of an alternate size garbage cart may purchase one during the first 60 days of the program, a 95 gallon cart for \$27.50, a 65 gallon cart for \$24.00 or a 35 gallon cart for \$21.00 which is ½ of the current cost. **(Please utilize your current cart to evaluate whether or not the capacity will be sufficient for your needs)**

Q: Does One Day a Week garbage collection apply to commercial customers?

A: Yes, One Day a Week garbage service applies to commercial businesses that are using residential carts.

Q: Why is the City switching to One Day a Week garbage collection?

A: One Day a Week garbage collection supports the Solid Waste strategic goals for reducing waste and improving operational efficiency and productivity. This new service is also a more sustainable option with multiple benefits such as:

- Fewer collection trucks thus reducing vehicle emissions, fuel consumption and overall carbon footprint.
- Increased collection efficiency (labor, time and maintenance).
- Stabilization of future solid waste rates.
- Helps increase recycling awareness.

Q: Will One Day a Week garbage collection increase public health issues and the potential for odors and pest nuisances?

A: The City of Winter Haven at present is one of the few municipalities still providing garbage service two days a week. Here are some tips on how to minimize potential odors and pest nuisances:

- Bag and tie all garbage before placing in cart.
- Keep garbage cart lid closed.
- Double bag diapers, pet waste and other odorous material.

Q: How will elderly and disabled customers manage moving their larger cart?

A: The Solid Waste Unit will work closely with elderly and disabled customers to develop a collection system that works best for both the customer and staff. This may include using smaller carts or placing containers in a more convenient location for pick up. The City does offer walk-up service to residents with doctor referrals.

Q: Will my other services change?

A: No changes in recycling or yard / bulk pickup.

Q: Who should I contact with additional questions?

A: City of Winter Haven Solid Waste Unit
Monday-Friday, 8 a.m. to 5 p.m. • (863) 291-5756 • www.mywinterhaven.com