



Preserving Yesterday's Heritage for Tomorrow.

**Policy
On
Refuse Collection**



Town Board Approved: 12-1-10

Updated: 1-4-2023

Policy for Refuse Collection Operations for the Town of Cedarburg

Intent:

The intent of this policy is to outline the Town of Cedarburg's responsibilities, refuse collection contractor responsibilities, and procedures for refuse collection. Refuse collection operations will be performed in a responsible and timely manner with all due consideration to the safety of the Town residents (Residential Unit) and Town employees.

It must be recognized that, although this policy sets general guidelines to be followed, conditions, such as inclement weather, equipment malfunctions, or emergency situations, may be present that may require deviation from this policy. The policy must remain flexible and take into consideration these variables.

Refuse Collection Policies

Refuse cart requirement. Effective January 1, 2023, all properties desiring refuse collection services in the Town of Cedarburg, must have at least one refuse cart either purchased from the Town or provided from the refuse collection contractor. Refuse not in an approved cart **will not be collected**, except as noted below.

Exceptions to placement of refuse in the cart.

- Residents with a permanent physical limitation or disability that makes it unreasonably difficult or not possible to use a refuse cart for collection at a Residential Unit, and who have no other reliable assistance to handle the refuse carts on a regular basis, may apply to the Director of Public Works for an exemption from the refuse cart requirement for the Residential Unit; however, if such exemption is granted the only other type of container that may be used is plastic bags with a capacity of 32 gallons or less and weighing less than 50 pounds.

The refuse collection contractor shall replace at no charge to the Town or the individual Residential Unit any cart that becomes damaged or destroyed during the provision of the service, or that becomes unusable because of ordinary wear and tear. However, if a cart in the possession of a Residential Unit is lost, stolen, damaged, or destroyed through no fault of the refuse collection contractor, the occupant of the Residential Unit shall be responsible to compensate the refuse collection contractor the fair market value for the replacement of such cart. The Residential Unit shall be billed separately for such replacement cost.

Placement of refuse in cart. Only refuse that is placed inside the refuse cart will be collected. Refuse not in the cart **will not be collected**.

Location of carts for collection. All refuse carts shall be accessible to collection crews. Carts shall be placed on a relatively level area in front of the premises adjacent to but not on the roadway, no farther than 3 feet from the edge of the road pavement. Carts shall be positioned with the lid opening facing the road and the handles/hinge facing the property. If two carts are used, the carts shall be placed at least three (3) feet apart. Examples of correct cart placement can be found in Appendix C. Carts shall not be placed on top of snow banks, snow drifts, behind vehicles or behind mailboxes, nor shall they be placed in the roadway. The owner shall either shovel out an area on the shoulder of the road in which to place the cart or shall place the cart in his/her

driveway. Collection crews **will not collect refuse** unless the refuse cart is placed as described above.

Should collection crews be unable to discharge contents of refuse carts into collection vehicles using normal handling procedures, the carts, including contents, will be left uncollected. The owner shall make provisions to assure that the refuse in the carts can be collected on the scheduled collection day during the following week.

Collection days and times. Refuse is collected on three routes, during three days each week. On Mondays, the south third of the Town is collected, on Tuesdays, the middle third of the Town, and on Wednesdays, the north third of the Town is collected. A map of the collection routes is included in Appendix A. In case of a holiday or extremely inclement weather, the collection will be made one day later than normally scheduled, unless notified otherwise. (Holidays affecting refuse collection would be Memorial Day and Labor Day and the following if they would fall on a Monday, Tuesday or Wednesday: New Year's Day, Independence Day, Christmas Eve, Christmas Day and New Year's Eve). All refuse carts shall be placed in collection locations listed above only after 7:00 p.m. on the evenings prior to the regular collection day but before 6:30 a.m. on the scheduled day of collection. All refuse carts for refuse disposal shall be removed from the roadside on the same day of collection unless the refuse is not collected due to unforeseeable circumstances, when it shall be collected the next day.

Collection of bulk Item. Beginning January 1, 2023, bulk items, such as furniture, carpeting (bundled and cut into 4 foot lengths, no more than 4 bundles), appliances, or any such item that will not fit in the refuse cart, will only be collected as a special pick-up. Residential Units have two options for bulk item collection. The resident can either contact the contracted refuse collection contractor and schedule a fee based bulk item collection or the resident can contact Town Hall to schedule a fee based bulk item collection. Refuse collection contractor fees are provided by the contractor when scheduling the service. Town fees for this service are as listed in the Town Board approved fee schedule, these payments will occur after the collection has occurred.

Bulk items that are not recyclable shall be collected and disposed of at an approved landfill or transfer facility. Bulk items that are recyclable shall be collected and deposited in the proper location at a recycling facility.

Refuse collection on private property. Refuse collection contractors, Town employees and Town vehicles will not enter any structures nor enter onto private property to remove refuse, except by written agreement between the Town of Cedarburg and the property owner(s).

Prohibited Activities and Non-Collectible Items

- A. *Dead animal.* No one shall place any dead animal, or parts thereof, in a refuse cart for collection. This restriction does not include animal parts from food preparation for human consumption.
- B. *Un-drained food wastes.* No one shall place any refuse or other food waste in a container for collection unless any liquid is first drained and the waste item is wrapped.
- C. *Ashes.* Cold, completely extinguished ashes must be contained within paper or plastic bags before being placed within a refuse cart for collection.
- D. *Non-collectible materials.* No one shall place for collection any of the following wastes:

- (1) *Hazardous waste.*
 - (2) *Toxic waste.*
 - (3) *Chemicals.*
 - (4) *Explosives or ammunition.*
 - (5) *Drain or waste oil or flammable liquids.* Used motor oil may be deposited at the Town Yard.
 - (6) *Paint.*
 - (7) *Tires.* Waste tires may be deposited at the Town Yard during designated weekend hours. There is a fee for disposal which will be invoiced following drop off.
 - (8) *Liquid wastes (i.e., cooking oils).*
 - (9) *Branches, sticks, logs, leaves, grass clippings, or garden waste.* Leaves, grass clippings and garden waste may be deposited at the Town Yard. Clean wood waste may be burned. Sticks and branches less than six (6) inches in diameter may be placed out on the road shoulder for collection between May 15th and October 15th each year. Property owners must notify the Town to request collection via the Town Resident Request Center or by phone. Property owners will be billed for this service according to the approved Town fee schedule.
- E. *Animal or human wastes.* No one shall place animal wastes and/or human wastes for collection, unless said wastes are placed in a sealed plastic bag. A limit of one (1) 35 gallon sealed bag is allowed per week per collection.
- F. *Medical wastes.* No one shall place for collection any pathogenic medical wastes. It shall be unlawful for any person to place sharps for collection. These items shall be disposed of at an approved bio-hazard, medical or sharps disposal facility.
- G. *Building waste.* Rubbish from building construction, remodeling or razing will not be collected by the Town and must be disposed of by the building contractor or owner. Small amounts of lumber in stacks or bundles (no more than 4 bundles) of less than 50 pounds will be collected as a special pick-up, if the wood is cut into four-foot lengths or less. Small scraps of wood may be bagged and placed in the refuse cart.
- H. *Stumps.* Tree and/or shrub stumps will not be picked up by the Town.
- I. *Boulders, dirt and similar wastes.* Boulders, dirt, ground, concrete, concrete blocks, stones, rocks, sod and similar heavy, dense waste will not be picked up by the Town. Such items shall be disposed of privately.
- J. *Sawdust and similar wastes.* Sawdust and other fine, dry particulate matter or dust shall be picked up only if it is contained within sealed paper or plastic bags and placed within the refuse cart.
- K. *Improper placement.* No one shall place, or allow to be placed, any solid waste upon the roads, streets, or public or private property within the Town contrary to this policy and the Town of Cedarburg Code of Ordinances.

- L. *Compliance with Town Code.* No one shall store, collect, transport, transfer, recover, incinerate or dispose of any solid waste within the boundaries of the Town contrary to this policy and the Town of Cedarburg Code of Ordinances.
- M. *Improper transportation.* No one shall transport any solid waste in any vehicle which permits the contents to blow, sift, leak or fall there from. If spillage does occur, the collection crew shall immediately return spilled materials to the collection vehicle and shall properly clean, or have cleaned, the area. All vehicles used for the collection and transportation of solid waste shall be durable, easily cleanable and leak proof, if necessary, considering the type of waste and its moisture content. Collection vehicles shall be cleaned frequently to prevent nuisances and insect breeding and shall be maintained in good repair.
- N. *Interference with authorized collector.* No person other than an authorized collector shall collect or interfere with any refuse after having been put into a refuse cart and deposited in the proper place for collection, nor shall any unauthorized person molest, hinder, delay or in any manner interfere with an authorized refuse collector in the discharge of his duties.
- O. *Scavenging.* No one is permitted to scavenge any refuse placed for collection.
- P. *Private dumps.* No one shall use or operate a dump within the corporate limits of the Town of Cedarburg.

Public Information

Information on the status of the refuse collection operations can be obtained from the Cedarburg Town Hall during normal business hours of 8:00 a.m. to 4:30 p.m. Monday through Friday. Information regarding changes to refuse collection operations shall be posted on the Town website. The Town will notify all residents enrolled in the Town's e-mail notify system (e-Notify) of any changes.

Complaints

Complaints can be reported to the refuse collection contractor Sunday-Saturday 7:00 a.m.-6:00 p.m. via phone (262)251-4000.

Departure from Policy

The Town recognizes that conditions may be so unusual or unexpected that a departure from these general policies should be authorized. Therefore, when conditions warrant, the Director of Public Works in consultation with the Town Administrator, or his/her designated representative, may order a departure from these general rules when, in the opinion of the Director of Public Works, conditions require such action.

No Duty or Right Created

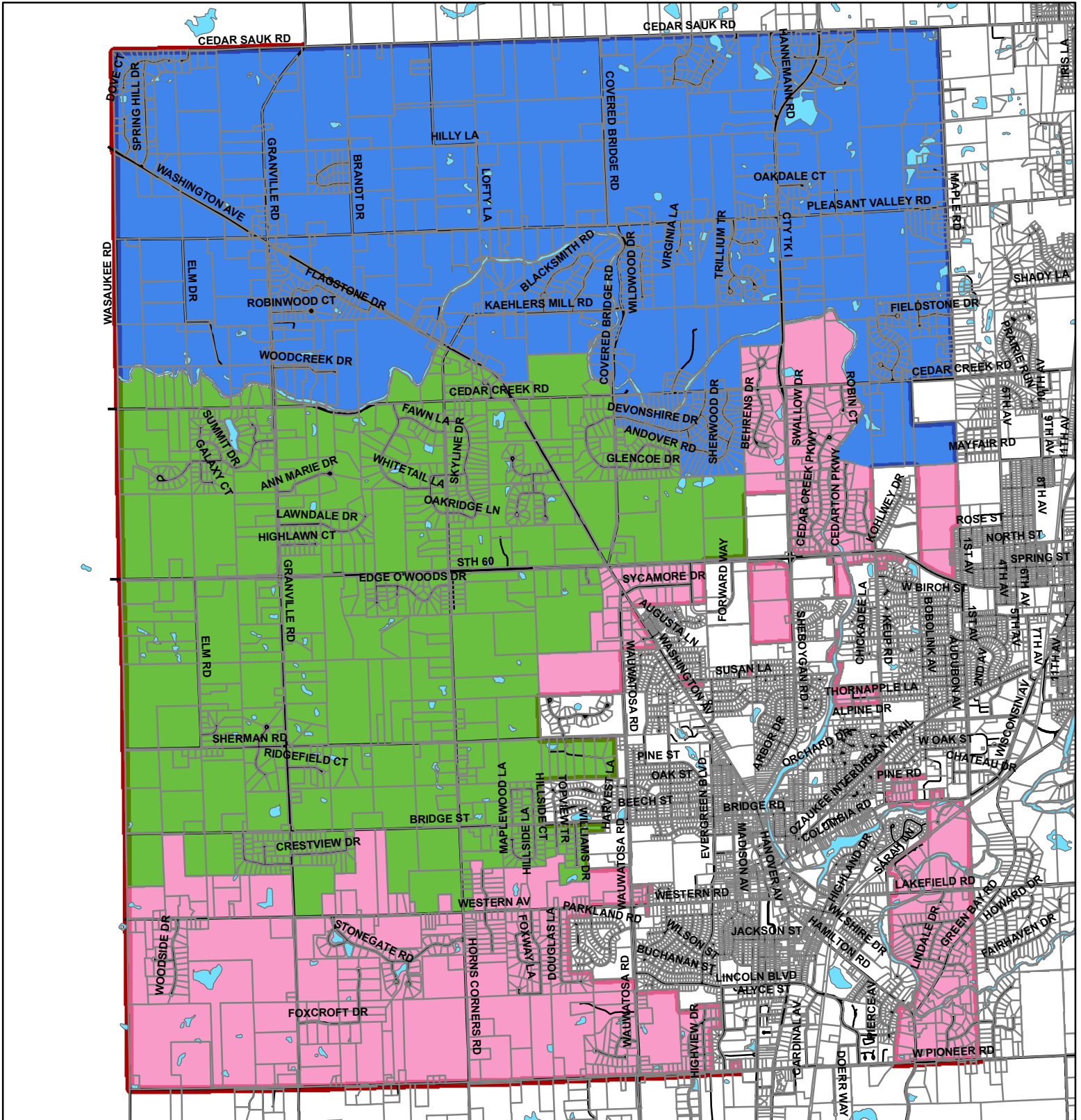
The purpose of this policy is to establish goals for the refuse collection contractors and Town of Cedarburg employees and Residential Unit/Town residents regarding refuse collection. It is not to be construed to create any duty to any individual, person or entity. This policy does not provide any special protection or service to any particular individual or group of individuals. No additional rights shall be granted any individual or entity simply by the adoption and enforcement of this policy. This policy may be affected in total or in part, as a result of acts of God, equipment breakdown, weather conditions, inadequacy of equipment, state or federal regulations, shortage of personnel, and any other unforeseen, uncontrolled or unanticipated acts.

APPENDIX

- A) Refuse Collection Route Map
- B) Refuse & Recycling Frequently Asked Questions
- C) Examples of Correct Placement of Refuse Carts



Refuse Collection Map



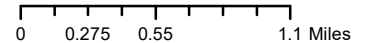
Refuse Collection Schedule

- Monday
- Tuesday
- Wednesday



262-251-4000

Date: 11/30/2022



APPENDIX B: Refuse & Recycling Frequently Asked Questions

Beginning with refuse collection on January 1, 2023, refuse will be collected by a refuse collection contractor and will only collect refuse placed in a Town issued or refuse collection contractor supplied cart. The following is a list of some frequently asked questions regarding refuse collection requirements in the Town of Cedarburg. If you have other questions not listed below, please contact the Director of Public Works at Town Hall at 262-377-4509 or by e-mail found on the Town website.

What type of refuse container should I use? Beginning January 1, 2023, refuse will only be collected in a refuse collection contractor issued cart or Town of Cedarburg refuse cart purchased prior to January 1, 2023. These containers come in three different sizes, 35, 64, and 96 gallons. To purchase an additional cart, please contact the refuse collection contractor. The additional cart will result in the Residential Unit being billed an annual fee directly by the refuse collection contractor, unless grandfathered in.

How many carts can I use? No more than two (2) refuse carts may be used at a single address in the Town.

Are there any exceptions to the cart requirement? Currently, an exception may be granted by the Town to persons having a verified physical limitation that would prevent them from getting their refuse cart to the road. The exception will only be granted if there is also proof that there is no able-bodied person to assist them on a regular basis. If an exemption is granted, refuse may only be brought to the road in a bag smaller than 32 gallons and weighing less than 50 pounds.

When can I put my cart out for collection? Refuse carts may not be put out before 7:00 p.m. the day before the scheduled pick-up but must be out by 6:30 a.m. on the scheduled collection day. All carts must be removed from the roadside the same day, unless circumstances such as extreme weather, equipment break-down or other emergency prevents the refuse from being collected on the scheduled day. In most cases, when this occurs, the refuse will be collected the next day.

What happens if my scheduled collection day falls on a holiday? The Town recognized holidays that occur or could occur on a scheduled collection day are New Year's Eve, New Year's Day, Memorial Day, Independence Day, Labor Day, Christmas Eve, and Christmas Day. If the holiday occurs on a collection day, the collection day moves to the next available day. Each of the remaining collection days will also move ahead one day. For example, if Independence Day occurs on a Monday, then Monday's route will be collected on Tuesday, Tuesday's routes will be collected on Wednesday, and Wednesday's route will be collected on Thursday.

What if I have more refuse than fits in my cart? Only refuse placed in the approved refuse cart will be collected, unless a physical limitation waiver has been granted. If the excess refuse is an occasional occurrence, the extra refuse should be saved for the next week's collection. If a resident experiences excess refuse frequently, the resident should consider either trading in their current cart for a larger cart, or purchasing an additional cart by contacting the refuse collection contractor. The second option is only valid if the additional cart does not exceed the total of two carts permitted.

I didn't get my refuse cart out on time and it wasn't collected. What can I do? Refuse placed out for collection after the refuse truck has passed, will need to be removed from the roadside the same day and placed out for collection the following week.

Where should I place my refuse containers? Refuse containers should be placed at the end of a resident's driveway, no further than 3 feet from the edge of the roadway pavement. Generally, if the front of the container is placed even with the gravel shoulder, the container will be within 3 feet of the road. Place the cart with the hinged handle toward the house. This is the correct position for the lifting arm on the truck to lift and completely empty the cart. If you have more than one cart, please leave at least three feet of space between the carts so that there is sufficient room between the carts for the lifting arm to grab the cart. Do not place on top of, or behind, snow banks or drifts.

The refuse carts are all weather and relatively animal proof. Some residents have set aside an area near the end of the driveway to store the carts. They take their refuse to the carts during the week and move the cart out to the road on collection day.

What if I have something that is too big for my container? Bulk items, such as furniture, carpeting and small amounts of bundled lumber scraps will require a special pick-up. The refuse collection contractor per item fee is lesser than the fee charged for Town pick up based on their economy of scale. Special pick-ups can be scheduled directly by the resident through the refuse collection contractor and invoiced separately by the contractor. Special pick-ups scheduled for the Town to complete can be scheduled on the Resident Request Center or by calling Town Hall. The fee, per the Annual fee schedule, is invoiced to the resident and mailed out. Carpeting, lumber scraps and other loose items must be secured in bundles no longer than four feet and weighing less than 50 lbs (no more than 4 bundles are allowed). Any item that contains mostly metal will not be picked up as refuse. A resident may dispose of the metal at the Town Yard.

What about appliances? Any appliance that is made mostly of metal, such as washers and dryers, may be brought to the Town Yard during open hours and left at no cost. Appliances containing Freon, such as refrigerators, freezers, dehumidifiers or air conditioners, may also be brought to the Town Yard.

I don't have any way to get my bulk Item to the Town Yard. What should I do? As with the other bulk items, residents may arrange for a special pick-up at the same rate as mentioned above.

Can I put my television or computer out with the rest of my refuse? No. Almost all electronic items, such as televisions, computers, and small household appliances, are recyclable. These items can be brought to the Town Yard for a fee, which will be invoiced to the resident at a rate established by the Annual fee schedule. These items can only be brought on designated weekends.

What should I do with ashes and sawdust? Cold ashes, sawdust, and sweepings, must be placed in a sealed bag and then may be placed in the refuse container. If the sweepings contain broken glass, please label the bag for the collector's protection. Dead animals may not be placed in a refuse cart.

Can I put my pet waste in my refuse cart? Small animal waste may be placed in the refuse containers, provided it is placed in a sealed plastic bag not to exceed one bag and 35 lbs.

What should I do with old paint or oil? Paints, motor oil, and antifreeze are hazardous waste. These and other hazardous materials are not allowed in the regular refuse. The waste oil may be disposed of at the Town Yard. Latex paint that has been dried up either by evaporation or with absorption agents such as kitty litter, may be brought to the Town Yard for disposal. Oil Based Paint, antifreeze, pesticides, caustic or toxic chemicals, and paint thinners, can be taken to Veolia Environmental Services Collection site in Port Washington for disposal. The facility accepts drop-offs on Mondays.

What should I do with my weeds and leaves? Yard waste may be brought to the Town Yard during normal business hours. The Town encourages private composting. Compost contains many nutrients and when mixed, enriches existing soils.

Who can use the Town Yard? Any Town of Cedarburg resident may use the Town Yard. If a resident of the Town owns a business outside of the Town, recyclables from that business may also be dropped off at the Town Yard.

APPENDIX C: Examples of Correct Placement of Refuse Carts

INCORRECT



Location – The cart is placed too far from the edge of pavement.



Direction - Cart hinge/handle is facing the road.



Spacing - Carts are too close together.

CORRECT



Location – The cart is within 3' of the edge of pavement.



Direction - Cart hinge/handle is facing the house.



Spacing - Carts are at least 3' apart.