

Question	Response
What if another cart is needed?	Fiscal year 2011 is \$150 for additional trash cart, \$75 for recycling annually
What do other towns charge for an extra trash cart?	Other local towns charge \$200 annually
What is the size?	65 Gallon trash and 65 Gallon recycling
How will we know which is trash cart?	Recycling lid is Yellow and labeled "RECYCLING ONLY", Trash lid is black and labeled "TRASH ONLY"
How will I know what can be recycled?	Mailings will be done and information delivered with cart, also on Franklin web site
Will the placement of the new carts be different because of automation?	No, the current placement will be the same, 3 ft from curb unless there is an obstruction such as a telephone pole and then the cart needs to be 4 feet away.
Where is the best location to place the new carts?	Best way is to set just next to mouth of driveway at curb line, one cart on each side if possible. Particularly in areas with on street parking.
Why can't I use my regular barrels?	Only the DPW provided cart can be used to work with the automated system that lifts the carts.
What about large recyclables such as plastic, metal and cardboard?	Beaver St. Recycling Center has been enhanced to accommodate additional recycling needs
What about the elderly?	The carts are easier and safer than other barrels and bags. The carts are designed for weight distribution and safety.
Why do we have to change?	This new system allows more to be recycled which reduces cost and protects the environment
What if I don't want to use this system?	We have a 100% value guarantee - if you are not satisfied, return the clean carts and request pick up and use another hauler of your choice.
What paperwork will I need if I want another hauler?	The DPW has a form to fill out to make sure you are using a legitimate licensed hauler, this needs to be provided annually
What about other towns?	Towns such as Mansfield, Norwood, Holden, Newton, Boston and others experienced higher customer satisfaction.
Is this the future of trash and recycling?	Yes, every town that initiated the automated and single stream recycling has seen cost reductions. No town has gone back from automated to manual
What are other benefits?	Cleaner put-outs, less litter, better in bad weather such as snow, rain
How do I place my cart on the curb?	Place carts 3 feet from the curb and at least 4 feet from obstacles such as mail boxes with the cart handles and wheel face the house.
How will I know which cart is mine?	There will be a number and UPC on it as well as a RFID tag. The electronic tag is imbedded in the plastic and will identify the serial number and location.
What if someone takes my cart?	Stolen carts should be reported to the DPW immediately. A police report will be initiated as the cart is stolen town property.
Do I have to pay for a stolen cart?	A copy of the Police report will be submitted by the DPW office and you will not be charged for a replacement cart. DPW will locate it using the built in RFID.
What if my cart is not picked up?	We have direct contact with the Waste Management dispatch department and can call.
Will the new carts tip over in the wind?	The new DPW carts are very stable and withstand winds up to 35-45 MPH empty. In addition, the lids are attached and won't blow away.
What if I buy a house and there are no carts?	You are responsible to make sure the carts are at the residence. If not the replacement carts are \$75 each.
What about maintenance?	The DPW will be responsible. There will be a maintenance route as needed
My cart is dirty, can I get a replacement?	Housekeeping of the cart is the responsibility of the homeowner. Like your own barrels you need to keep the new ones clean also.
Is the cart animal proof?	The DPW carts are the most animal proof available.
Will I have to pay for repairs?	No, maintenance is included
This new cart won't fit in my garage, can I keep it outside?	Yes, place it alongside your home or garage but not in your front yard.
What do I do with my old trash barrel and recycling bins?	We will have a collection program and also, they can be brought to Beaver St. Recycling Center for processing
How do I get rid of large items that are not recyclable?	There is a toll free number to call for removal.
Do I have to pay?	Currently large item pick up is included in the annual fee.
What about appliances, TVs, etc	Like the current program Waste Management will pick up appliances, TVs, etc for a fee and appointment.
How do I pay for these?	You can use credit card or check
Will Recycling be easier?	Yes, all recycling will go into one cart
How can I recycle more?	Reviewing everything that is thrown away you will find more items should be recycled
How much of my trash can be recycled?	Generally, 60% of your trash is really recyclable materials
Can I put yard waste in the trash or recycling cart?	No, yard waste needs to be picked up in season, composted or taken to Beaver St. Facility
Will anyone know if something is put in that shouldn't be?	Yes, there will be spot inspections. Town bylaw prohibits mixing trash and recycling.
What will happen then?	The cart will be turned so the driver knows not to pick up that cart. There is a penalty provision.
What is the penalty for putting trash in the recycling container?	For the first violation: warning, For the second violation: \$50, For each subsequent violation: \$100.
What about the other carts?	A video camera is installed on the truck to view what is being dumped.
What do I do when I move?	Carts are property of the Town of Franklin and the DPW needs to be contacted ASAP. Carts are to be kept inside at the residence.
What if I need to replace my cart?	Each cart costs \$75 and will be coded to the address so it is only good for that location
Can I bring the barrel full of recycling to Beaver St.?	If you need to there will be single stream recycling at Beaver St.
Won't these carts take up more space?	Generally no, the footprint of the trash cart is smaller than 2 barrels or bags of trash and the recycling cart is less than the 2 recycling bins
Won't the carts be more difficult in the snow and ice?	Actually no, it is safer and easier to move our new carts than the standard rolling barrel with small and narrow wheels.
Won't I have to shovel more snow to put these out?	Shoveling is less with the new carts as the square area these occupy is less than bags, barrels and bins
Will I have to shovel the snow off these in the morning like my existing bags?	No, the automated arm can reach in and pull the cart out of the snow
Will I have an ugly cart?	We are choosing carts that fit in with our environment
What if I need to dispose of more trash?	Overflow bags are available for \$3 ea. In rolls of 5 for \$15 at the DPW office. Extra carts are \$150 annually.
How is that different from today's system?	Today's system is a 3 bag/barrel maximum so excess won't be picked up
Will the cart block the sidewalk?	We ask that people place the carts within 3 feet of the curb. The arm can actually reach to back of curb and some people place the carts just outside their property line. WM hasn't had a problem with this as long as they are able to reach for the cart