

REFUSE CARTS

Frequently Asked Questions (FAQ)

Why is the City switching to automated refuse cart collection?

The City of Muskego has entered into an agreement with Advanced Disposal to begin automated refuse collection services in 2016. The decision to begin automated collection is based on research that indicates automated collection is easier for residents, reduces litter scattered by wind or animals, allows for increased worker safety, and allows for more efficient collection of refuse.

What is automated refuse collection and when will it begin?

Automated refuse collection is similar to what you see occurring now with recycling services. Residents will be provided with 96 gallon heavy duty wheeled refuse carts that will then be collected weekly by an automated collection vehicle. It is currently anticipated that Advanced Disposal will deliver new refuse carts to all residences in March of 2016.

What should I do if I won't be home in March when the carts arrive?

Residents do not need to be present the moment the carts are delivered as there is no set time schedule for each home delivery. Carts will be dropped off at the curb of each resident in mid-to-late March of 2016. If one is to be gone for an extended period of time (days/weeks) in March they are encouraged to make arrangements with a family member, neighbor or friend to have them move the carts either into the garage or near the house. Residents do not have the option to pick up the carts early or delay the delivery.

Will my pick-up schedule be the same?

Yes, garbage will be collected weekly and recycling will be collected every other week.

Do I have to use the carts?

Yes, if a resident is provided a cart they must use it for the refuse collection services. Other cans or bins will not be serviced.

Do I have to pay for the carts?

The cost for one refuse cart and one recycling cart is included in the annual fee for refuse/recycling collection. No additional payment is needed for the carts.

Who owns the carts?

The carts are owned by the City of Muskego. Residents do not own the carts and the carts must stay at the property if residents move away.

What are the sizes of the carts provided?

The refuse cart for one and two family homes will be a 96-gallon cart, which is approximately 26" wide x 34.5" deep x 46" tall. Condominiums and apartments that currently receive curbside pickup will receive a smaller, 32-gallon cart, which is approximately 19" wide x 26" deep x 37" tall.

Do the carts have wheels?

Yes, the carts have two wheels as well as handles that allow the cart to be tipped backwards and easily moved.

What can I do with my old garbage cans?

Residents are welcome to keep their old garbage cans for home use, but they will no longer be used for refuse/recycling collection services. Old and broken garbage canisters can be placed within the new carts if residents wish to dispose of them.

Do condominiums get carts?

If you currently receive recycling cart collection with individual refuse collection you will receive a cart. If you currently utilize a dumpster you will continue with that service.



Where should I set my cart for collection if the snow blocks the terrace?

The very best spot for carts to be placed – at any time of year – is at the end of the driveway. For safety, it is important to avoid placing the carts directly in the roadway.

Can I store my cart outside?

The City of Muskego does allow outdoor storage of the carts, however, carts must be stored within the setback areas approved for your property. Also, please contact your subdivision association directly to ask if your association permits storage of refuse/recycling receptacles outdoors in your subdivision.

How will collection of items that don't fit in the cart be handled?

The lid of the cart does not have to be closed – it is OK if the lid is propped open, so please place as much in the cart as possible. Advanced Disposal will collect extra bags and bulky items that do not fit in the cart free of charge when you request that they do so by calling them at 262-679-0860.

Do the items in my cart have to be bagged or can loose items be put in carts?

It is not necessary to place items into bags. Loose items are acceptable; however, it is advised to bag refuse items before being placed into the carts to avoid a messy cart and help prevent litter.

What happens if my refuse cart is damaged?

If broken due to normal wear-and-tear or broken by the collection crew, the cart will be fixed or replaced for free. However, if the resident breaks the cart with out-of-the-ordinary actions, loses it or has it stolen, the resident is responsible for purchasing a replacement cart. Call Advanced Disposal Services to request cart maintenance at 262-679-0860.

Am I able to have a second cart?

Yes, a resident may purchase a second refuse or recycling cart for an annual fee. If a resident wishes to do so they must contact Advanced Disposal for the proper costs and arrangements by calling 262-679-0860.

Cart Placement

- The arrows on the lid of the cart must point to the street.
- Handles and wheels should face away from the street.
- The refuse cart should be placed within 2 feet of the street on one side of the driveway.
- The recycle cart should be placed within 2 feet of the street on the other side of the driveway.
- Please keep 6 feet of clearance between the carts and other objects, especially mailboxes and vehicles.



Representation Only- Actual Cart will be all gray with "City of Muskego" shown on the sides.