



**City of Crockett**  
**Solid Waste and Recycling**  
**November 1, 2015**



The City of Crockett is excited about the upcoming changes to our Solid Waste programs.

By **November 1, 2015**, Progressive Waste Solutions of TX, the new solid waste provider for Crockett will deliver a 95-gallon poly-cart for once-a-week automated solid waste collection to customers in the City of Crockett. Residential mandatory recycling has been replaced with voluntary recycling. Yard waste will no longer be picked up curb side.

The following list of frequently asked questions and answers have been prepared to help guide our residents and businesses through these upcoming changes. The list will be updated periodically; however, if you have any additional questions, please feel free to call us at (936) 544-5156, extension 201 during normal business hours of 8 to 12 and 1 to 5 pm, Monday through Friday or visit [www.cityofcrockett.org](http://www.cityofcrockett.org)

### **Frequently Asked Questions: Establishing and Ending Service**

**I just moved to a residence in Crockett. How do I set up my trash service?**

**Come to City Hall located at 200 N. 5<sup>th</sup> St. or call the City of Crockett Water Department at (936) 544-5156, extension 205 or 206. They will guide you through the enrollment process. Garbage will be billed on your monthly water/sewer bill.**

**How do I end my trash service?**

**Come to City Hall located at 200 N. 5<sup>th</sup> St. or call the City of Crockett Water Department at (936) 544-5156, extension 205 or 206. They will guide you through the cancellation process. Please note you may only end service if you are moving out. City ordinance requires that all residential and commercial accounts in the city have solid waste (trash) service with Progressive.**

### **Frequently Asked Questions: Service Days and Times**

**What are my trash pickup days?**

**All residential customers will have one time a week automated solid-waste collection. Progressive is working on establishing routes and schedules.**

## **What are my recycling pickup days?**

Residential mandatory recycling has been replaced with voluntary recycling. You will no longer have a recycling pickup day. Cardboard, plastic, aluminum, tin and glass can now be combined with garbage and placed in your 95-gallon poly-cart for one time a week automated solid waste collection. If you do voluntarily recycle, you will have the freedom to deliver your recycling minus any glass (glass will no longer be part of the recycling program) to the residential drop-off site located at 400 N. Durrett Drive. Recyclable materials will only be accepted on the 3<sup>rd</sup> Saturday of the month between the hours of 8:00am to 11:00am.

## **What time does my trash poly-cart need to be placed curbside?**

Filled poly-carts need to be placed curbside by 6:00 am on each collection day.

## **When is bulk or large item trash collected?**

Except for a spring and fall Large Item Drop Off, all bulk or large items can be taken to Progressive (Hutto Garbage Service) located at 962 FM 229, just outside Loop 304. The phone number is 544-5577. Progressive (Hutto) charges for drop-off. Operating hours (except holidays) are: Monday through Thursdays 8:00 am to 5:00 pm and Friday 8:00am to 12:00 noon.

## **When is yard waste collected?**

Yard waste will no longer be collected curbside. The City of Crockett plans to maintain the current Solid Waste location of 400 N. Durrett for the specific purpose of collecting yard waste and tires. There is no charge for Crockett residents using the sight for yard waste. This is provided residents present their most recent City of Crockett water bill. This policy will be strictly adhered to and there will be no exceptions *per City Council*. Leaves must be received in clear bags. Limbs wider than 4 inches in diameter will not be accepted. If you do not have a City of Crockett water bill or you are a contractor, an appropriate fee will be assessed at the gate.

Tires will be accepted for \$5.00 per piece.

## **What if I didn't get my garbage out for collection and the collection truck has already passed my home?**

Please contact Progressive Waste's customer service center at (903) 723-4670.

**Who do I call to change my service?**

Residential and commercial customers will call the City of Crockett Water Department to establish or change service. Call (936) 544-5156, extensions 205 or 206.

**If the garbage is only being collected once a week, what will happen if the collection day falls on a holiday?**

All collection services following a Holiday will be picked up one day after the normally scheduled collection day, i.e. everyone's schedule will shift by one day. Friday service customers will be picked up on Saturday.

**My trash was not picked up. Who do I contact?**

Contact Progressive's customer service center at (903) 723-4670.

**Frequently Asked Questions: Costs and Billing**

**Who do I pay for trash service and how often will I receive an invoice.**

Payment will not change. Trash will continue to be billed with your monthly water/sewer invoice and remittance will be made to the City of Crockett. As always, cash, checks, money orders, credit or debit cards are accepted.

**What does residential curbside service cost?**

Residential rates will not change. The rate is \$18.70 per month.

**What does commercial service cost?**

The commercial curbside rate will not change. The rate is \$30.25.

**COMMERCIAL BIN SERVICE**

Rates are based on bins in sizes of 2, 4 or 6 cubic yards with options of 1 to 5 days per week pick-up. The commercial bin rates will change slightly for commercial customers with the following service: a 6 Cubic Yard dumpster with (1) day per week tipping service is increased by \$10.00 per month from \$141.90 to \$151.90. Additionally, if your particular commercial entity produces an excessive amount of corrugated cardboard and currently sets out

cardboard for City collection (separate from your dumpster) you'll be given the option to pay an additional \$35.00 per month for continued cardboard collection. Alternatively, if you now chose to place cardboard in your dumpster, you'll need to assess whether or not your particular entity will require additional dumpster service. For example if you have a 6 Cubic Yard dumpster with (1) day per week tipping service at a monthly cost of \$151.90 and you now begin to add cardboard to the dumpster, your weekly tipping service may increase to a minimum of twice per week if not more frequently. This would result in a minimum monthly increase of \$113.80. The option of paying \$35.00 more per month for separate cardboard collection service is a less expensive option.

| Bin Size<br>Cubic<br>Yard | Frequency Per Week |           |           |           |           |
|---------------------------|--------------------|-----------|-----------|-----------|-----------|
|                           | 1                  | 2         | 3         | 4         | 5         |
| 2                         | \$ 62.35           | \$ 107.20 | \$ 153.99 | \$ 203.29 | \$ 242.76 |
| 4                         | \$ 104.05          | \$ 190.80 | \$ 277.49 | \$ 366.70 | \$ 450.90 |
| 6                         | \$ 151.90          | \$ 265.70 | \$ 388.65 | \$ 513.94 | \$ 634.60 |

**WEEKLY COMMERCIAL CARDBOARD COLLECTION IS \$35.00 PER MONTH**

### Frequently Asked Questions: Containers

**What size and color are the new carts?**

The new poly-carts are wheeled, hold 95-gallons and have the dimensions of 46" (H) x 26" (W) x 34.5" (D). The carts are green with black lids.

**What if the poly-cart is too heavy and I can't move it.**

The carts are physically designed for ease of movement. They are easily tipped back allowing for transport. The wheels are designed for varying terrains.

If you need curbside assistance, please contact the City for front-door collections. This service will be provided for resident(s) who, by virtue of age or disability, would suffer a hardship if required to place a container at the street for curb-side collections. Applications shall be made to the City on a form prescribed by the City. The City will provide the Contractor with updated lists that identify persons who qualify for front-door collections.

**Does trash still need to be bagged?**

**Yes; bagging trash prevents spills during the automated collection process. Clear trash bags will continue to be sold in the Water Department located on the north side of City Hall at 200 N. 5<sup>th</sup> Street.**

**Will bagged trash outside of the cart be collected?**

**No; to avoid animals tearing into bags and spreading litter, the City requires that all garbage be contained in your commercial bin or in your poly-cart. Remember, the truck is fully automated.**

**Can I use a trash container that I personally own?**

**No; Progressive is automated. Their trucks are outfitted with equipment specifically made to pick-up the new poly-carts and commercial bins you will receive.**

**What if I need an extra trash cart?**

**As part of the service, each resident will be provided one 95-gallon poly-cart. Extra poly-carts will be made available and can be ordered through Progressive Waste Solutions on their customer service center at **(903) 723-4670**. The extra cart fee is \$5.00 per month and will be charged to your monthly water/sewer invoice. A maximum of two carts per residence is allowed.**

**Where should I put my trash cart for collection?**

**Your poly-cart should be placed within two feet of the edge of the street. Do not place your cart(s) in the street or the ditch.**

**How much clearance should I have from obstacles, such as the mailbox?**

**Please keep at least three feet of clearance around each cart. If your cart is placed too close to an obstacle for safe pick up, your cart may not be emptied.**

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