

# SANITATION DIVISION

The Sanitation Division provides residential garbage collection and yard waste drop-off management for the City of Appleton.

## Q & A

**Q: Why wasn't my garbage/recycling container emptied?**

A: There are several reasons your garbage/recycling container may not have been emptied. Some of the reasons are if the container was not out by 3:00AM, if the lid was not closed, if it was a City observed holiday or if the container was too close to another object (including another container). The arms from the automated truck need 5 feet clearance on either side of the container. The automated truck is not able to reach your container on top of a snow bank. Please clear an area on your terrace or place it on your driveway apron. Also, your containers will not be emptied if cross-contamination is detected. State law requires garbage to be separate from recyclables. Outagamie County randomly audits our loads for cross contamination at the landfill.

**Q: What time are recyclables collected?**

A: Orion Waste Solutions collects recyclables with automated trucks beginning at 3:00AM and work until their routes are complete. Please place your container at the curb 5 feet away from any object the night before collection. If you believe your recycling container was missed, call 920-759-0501.

**Q: What time is my garbage collected?**

A: City employees empty garbage containers with automated trucks beginning as early as 3:00AM, and work until their routes are complete. Routes are revised periodically to accommodate construction areas. Please place your container at the curb 5 feet away from any other object the night before collection. The arms on the automated trucks need 5 feet of clearance on either side of the container.

**Q: Who do I call to repair/replace my recycling/garbage container?**

A: Please call the Department of Public Works Operations Division at 832-5580. Containers are maintained/replaced for free when they are damaged due to regular wear and tear.

**Q: What are my options if I have extra garbage due to moving or cleaning out my garage, attic or basement?**

A: One option is to purchase an overflow sticker for each individual bag. Extra garbage may also be brought to our Glendale Avenue Yard Waste Site for a fee.

**Q: When can I put large items out for collection?**

A: Up to two (2) large items or “bulky overflow” are collected manually with a separate truck on weeks opposite recycling from April through September. Items picked for free include furniture (not sleeper sofas), lawn mowers (gas tank emptied), grills (propane tank removed), bicycles, tables and chairs, etc. Please place large items on the terrace 5 feet away from your garbage container the night before collection. Metal is also collected with a separate truck due to County regulations. Tires require prepaid disposal stickers. Please refer to your Public Works Guide, call 832-5580 or visit [www.appleton.org](http://www.appleton.org).

**Q: Can I put electronics on the terrace for collection?**

A: No. Outagamie County prohibits the City from collecting any electronics. Therefore, we are not able to take your TV, computer, stereo components, etc. Please call Outagamie County for more information at 832-5277.

**Q: What if I have additional garbage bags that don't fit inside my garbage container?**

A: Garbage that is small enough to fit in your container is not considered bulky. Each bag requires a prepaid pink sticker for collection. Please place bags 5 feet away from your garbage container with the sticker visible from the street. Please call 832-5580 for fees and locations that sell the stickers. You may also refer to your current Public Works Guide or the City website at [www.appleton.org](http://www.appleton.org). Garbage containers come in 3 different sizes. If you consistently have more garbage than your container can hold, please call 832-5580.

**Q: What can I bring to the City of Appleton yard waste sites?**

A: For your convenience the City has 2 yard waste sites. One is located at 2625 E Glendale Avenue, the other at 701 S Whitman Avenue. Both sites accept yard waste including brush, grass clippings, garden waste and weeds as well as motor oil and antifreeze. The Glendale site is a full service facility and accepts other items as well. For more information, please call 832-5580, or refer to your Public Works Guide or the City website at [www.appleton.org](http://www.appleton.org)

**Q: Where can I pick up woodchips, leaf mulch and biosolids?**

A: The City cannot guarantee availability of woodchips, mulch and biosolids. However, when they are available these materials are free, self-serve and on a first come, first serve basis. They are available for you to pick up during operating hours at the Glendale Avenue yard waste site. Hours of operation can be found in your Public Works Guide and on the City website at [www.appleton.org](http://www.appleton.org)

**Q: Why does the City of Appleton charge a fee to dispose of grass clippings?**

A: The fee creates an incentive for property owners to leave the clippings on their lawn. This not only saves taxpayer dollars by eliminating transport of clippings to the County landfill, it also saves the landfill from being over-burdened with organic material. In addition, leaving grass clippings on your lawn creates a healthier lawn and saves you time and money.

\* \* \* \* \*

For more information please visit: [www.appleton.org](http://www.appleton.org) or call 832-5580.