



FREQUENTLY ASKED QUESTIONS GARBAGE AND RECYCLING CART AND COLLECTION CHANGES

Below are some frequently asked questions (FAQs) and answers about the new roll carts and automated collection service to residences, new collection schedules, and other waste and recycling topics. Please take time to familiarize yourself with this information.

1. Will my garbage collection day change?

Collection days will change for many residents as new routes and schedules will begin the week of December 18, 2023. Please refer to the attached **Residential Garbage and Recycling Collection Map** and **2023-24 Recycling Collection Schedule** to determine your garbage and recycling collection days. Garbage and recycling will be collected on either Tuesdays or Wednesdays depending on your address.

2. How are garbage and recycling roll carts distinguishable from one another?

The cart lids will be different colors. The garbage cart is gray with a black lid. The recycling cart is gray with a yellow lid and a recycling logo on the lid.

3. Do I have to pay for the new garbage collection roll cart?

No, all residential addresses within the city limits will be provided with two 65-gallon roll carts free of charge.

4. Is the 65-gallon size the only option?

The 65-gallon cart is the standard option and most efficiently emptied by the automated equipment. Other options are available only in exceptional situations. If you do not believe the 65-gallon cart will work for you at your residence, a Garbage and/or Recycling Cart Exemption Form is available at Galena City Hall, 101 Green Street, or on the City of Galena website at www.cityofgalena.org.

The exemption is only intended for those who are physically unable to wheel the cart to the street (healthcare provider signature required or other proof of disability) or have terrain that prohibits the use of the 65-gallon roll cart. Applicants who are approved for exemptions may be provided smaller 35-gallon roll carts, or as a last option, set out one plastic bag of garbage weekly, up to 35 gallons in volume and 50 pounds of weight, at their normal set out location. With an approved exemption that does not include a roll cart, recyclables may be set out inside homeowner-provided/owned plastic containers. Cardboard should be broken down and placed inside the container. Homeowner exemptions are approved at the discretion of Montgomery Trucking.

5. Is there a deadline for submitting the Garbage and/or Recycling Cart Exemption form?

The form should be submitted to City Hall, 101 Green Street, or by email to ssimmons@cityofgalena.org, not later than December 15. Any resident-initiated substitutions for their 65-gallon carts more than 30 days after delivery will incur a \$25 service fee.

6. What if I do not receive the roll carts by the end of the week of December 11?

Residents who do not receive roll carts the week of December 11 should call Montgomery Trucking at 815-777-0672. Please DO NOT call the City of Galena.

7. Where do I place my cart?

On collection days, roll carts should be placed at the curb/edge of street or the end of the driveway nearest the street of each residential unit. Carts should be placed 2-3 feet apart with the lid opening facing the street. Carts should also be placed at least 5 feet from any obstruction such as a tree or mailbox. See diagram below.



8. What if the cart gets full before collection day? Can I set out additional containers, garbage bags, and items that do not fit inside the cart for collection?

Special tags will continue to be available for those who have more than one container of residential trash for collection. Tags may be purchased for \$2 each at Tammy's Piggly Wiggly, Galena City Hall or by calling Montgomery Trucking at 815-777-0672. Tags should be attached to garbage bags.

9. What if my cart is damaged?

If a roll cart is damaged due to homeowner neglect, there is a \$75 per cart replacement charge. Cart replacement for normal wear and tear will be the responsibility of Montgomery Trucking.

10. Will the garbage and recycling monthly fee increase?

The monthly fee for garbage and recycling will remain at \$11.55 at this time. The fee may be increased in the future as it no longer covers the newly contracted cost of the service.

11. If I move, what happens to my roll carts?

Roll carts must remain at the residence as the carts are serialized to each property upon delivery. If a cart is removed from a residence, there will be a \$75 per cart charge. All carts remain the property of Montgomery Trucking.

12. What kind of trash can I put in the roll cart?

All household garbage items may be placed in the cart. It is also recommended that garbage items be bagged and tied, then deposited in your container. This practice will keep your container cleaner and minimize odors. Do not load your cart with hot ashes or coals, household hazardous waste, medical waste, paint, or any yard waste such as bagged or loose grass, leaves, or small branches.

13. My cart is dirty. Can I get a replacement?

Keeping the cart clean is the responsibility of each household. If you bag all your trash, maintenance is minor. An occasional washing with water and a disinfectant cleaner will keep your container odor-free.

14. What should I do with my old garbage cans or carts?

The disposal of old garbage and recycling containers is at the discretion of the property owner. Property owners who set out old containers for disposal should place a note on each to indicate they are garbage and should be disposed of. If property owners wish, Montgomery Trucking will recycle the original heavy green plastic recycling containers originally provided by the City of Galena to each residence.

15. When can I set my garbage and recycling out for collection?

Refuse must be set out to the curb or alley line by 5:00 a.m. on the scheduled collection day. Garbage and recycling may be set out at the curb/street for collection the day before scheduled pick-up, but not earlier.

16. When do I have to remove my empty containers from the curb/street following collection?

Garbage and recycling containers must be removed from the curb/street and stored at the residence the same day as collection.

Other Garbage and Recycling Topics

17. How can I dispose of appliances and other oversized items?

Oversized items such as appliances and furniture are **NOT** permitted for normal collection. Arrangements may be made directly with Montgomery Trucking at 815-777-0672 for the collection of oversized items. A fee applies. Appliances include: microwaves, stoves, refrigerators, freezers, hot water heaters, trash compactors, washers, dryers, dehumidifiers, ovens, dishwashers, air conditioners, garbage disposals, water softeners, furnaces and other similar items.

18. What is yard waste and what do I do with it?

Yard waste includes grass clippings, leaves, pinecones, pine needles, fallen fruit, brush, garden plants and culls, tree trimmings, bark, sod, flowers, potted plants, (no pots), pumpkins, straw bales, and corn stalks. The City offers free yard waste pickup on Tuesdays in May and November. At other times of the year, the City offers yard waste disposal at the Old Landfill on Donegan Street. Yard waste tags are no longer available for curbside pickup.

19. What do I do with my real Christmas tree?

Christmas trees are considered yard waste but may be disposed of at no cost at drop-off sites available seasonally in various neighborhoods. The City makes available a site for depositing trees and branches downed in storms. Please call City Hall at 815-777-1050 for more information.

20. Where do I recycle my electronics?

Electronics are banned from landfills in Illinois and may not be included in the refuse or recycling containers you set out for collection. The City of Galena offers electronics recycling on the last Friday of the month (schedule varies in April, October, November and December) from 8 a.m. to 1:30 p.m. in the parking lot of City Hall, 101 Green St. There is a \$25 charge for televisions and computer monitors. A list of accepted electronics and the schedule is available at cityofgalena.org.

21. Where do I recycle glass?

Glass is not accepted in the curbside recycling program. The City of Galena has a glass recycling drop site in the side (Irvine Street) parking lot at Tammy's Piggly Wiggly, 997 Galena Square Drive. Look for the large **purple dumpster**. Please know there are no personnel at the drop site and you are responsible for depositing your glass in the dumpster. Glass should be dumped into the dumpster without boxes or bags. It is OK if the glass breaks in the dumpster. More information about what is accepted can be found at cityofgalena.org.

22. Who do I call if I have a concern about the roll cart or another aspect of the collection service?

Please contact Montgomery Trucking at 815-777-0672 with questions or concerns.