

## **Town of Florence Switch to Automated Refuse Collection Frequently Asked Questions 12-12-23**

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Question: Why do we have to change how garbage is being picked up?

Answer: The industry as a whole is changing the way they pick up garbage curbside. We were notified by GFL that they would be switching to automated collection – meaning it has to be in a bin that can be picked up and emptied by a truck. Due to that change, the garbage sticker system will no longer work. NOTE: all garbage placed in bins still has to be put in bags.

Question: Who will have the Refuse/Recycling Charge on their tax bills? Will vacant landowners be required to pay for collection?

Answer: Residential properties will receive the charge if they are capable of producing garbage. Each property was looked at individually. In most cases, any property with an improvement (structure) assessment value of \$500 or more will be receiving this charge. Each property was looked at individually.

Question: What is the cost for garbage pick-up for the Town?

Answer: The Town is being charged \$12.55 per bin per month, which comes out to \$150.60 per year per bin. Note: The Town of Florence will not be passing on the full amount of the refuse collection charges to the property owners. If you were to contract your own curbside service for the year, the cost would be much more than that.

Question: What amount is on property bills and what amount do we pay?

Answer: There is no amount on the 2023 Property Tax Bills. It will show up as a Special Charge for Refuse/Recycling on the 2024 Property Tax Bills mailed in December 2024. At this point, the amount is still unknown, but we estimate the charge will be a flat rate of \$50-80 per identified parcel. The actual charge will be determined once we know the costs for year. Note: just as a comparison: if you were to purchase 1 sticker for 1 bag of garbage each week for a year it would cost you \$78.

Question: Can we opt out?

Answer: No. All identified properties will have a way to properly dispose of their garbage. In addition, as we looked into who to charge and how to charge, this is how it is done throughout Florence County, the surrounding area and beyond.

Question: How will seasonal residents fit into this system?

Answer: Seasonal residents will also receive the charge. Each seasonal resident property varies for how many times they come up, what time of year they come up, how long they stay, if others use it, if they rent it out, etc.

Question: Garbage is picked up every week, will there be an option for every other week or possibly once a month?

Answer: At this point, we are continuing with weekly pick-up. As we work through this transition, we are looking at all options including the possibility of going to biweekly pick-up over the winter months.

Question: How do we obtain the designated 96-gallon bin?

Answer: We have a company that will be delivering the 96-gallon bins to addresses the second week of January.

Question: What do you do with trash stickers already purchased?

Answer: The board has not made a decision on this yet.

Question: Will all Town of Florence roads be traveled for curbside pick-up?

Answer: No. GFL will not travel private roads. GFL has also identified some public roads they will not be traveling. A list of bins/locations for bins and pick-up locations (if they are different than the end of your driveway) will be listed on the Town website [www.townofflorencewisconsin.com](http://www.townofflorencewisconsin.com)

Question: For those individuals who live on private roads, will they get the rolling bins, or will a larger dumpster/container be available at a central location on the nearest public road? How will that information be communicated to those on the private roads?

Answer: There will be a list on the Town of Florence website for locations of bins. Private roads are not traveled by Green for Life. Bins will either need to be brought to the designated intersection of a public road or could be kept at that intersection if someone on the private road will keep the bin clear and accessible after snow removal. If you live on a private road, you may be able to communicate with whoever plows your road to plow a space for the bin to be kept near the intersection.

Question: I have to share a bin?

Answer: In an effort to keep refuse collection costs down (since we are being charged per bin, we are trying to keep the number of bins down), we are asking residents to share carts – 3 to 5 families may be able to share a 96-gallon cart depending on the size of the families and how many bags of refuse they have on a weekly basis. The 96-gallon cart can fit approximately 10-12 13-gallon bags in each cart. NOTE: all garbage placed in bins must be in bags.

Question: I'm sharing a bin? So that means I have to go to my neighbor's house every time I have garbage? Or my neighbor will be coming in my yard when they have garbage?

Answer: Garbage should remain at your residence until the cart is placed curbside, and then neighbors can put their garbage in the carts once they are out curbside. For this reason, it will be important to have the cart curbside as soon as possible (asap the day of the collection during the winter months\* and on Mondays during the rest of the year).

Question: My address is off of Lake Ellwood Rd. Beginning in January 2024 will my garbage pick-up be according to the Florence Schedule or the Spread Eagle schedule?

Answer: Garbage collection for Florence and Spread Eagle will still be on Tuesdays (with exceptions being made only for weather and holidays). There is not a different date for Garbage pick-up.

Question: What will happen during the summer months when there are more people using their vacation homes or homes being used as air BnB rentals?

Answer: Switching over to Automated Refuse Collection is a work-in-progress for us. We realize that it will take some time to work out all of the potential issues. That being said, we have carefully gone through the address list multiple times and have traveled the roads. We are hoping that we have identified enough locations with cans that the increase in number of people will still be covered by the number of cans out there. If there is not, we will be able to get more cans set out once we are aware of the issue.

Question: We are not here from Jan 2 till spring. Will they wait till spring to deliver container?

Answer: Most of the bins will be delivered the second week of January. If you are gone when they are delivered, we are hoping you can reach out to a neighbor to see if they can pull it back off of the road/driveway for you. We are also looking for assistance to help keep an eye on carts and move them if necessary so they are out of the way for snow plowing.

Question: Will my address be individual cart.?

Answer: There will be a list of addresses posted to the website where carts will be delivered. If you receive a cart at your address, note it is a Town of Florence cart. If you have one at your address, you are responsible for getting it out to the road. Once it is at the road, others may put garbage in the bin.

Question: The flyer mentions 3-5 family and how will it be decided where the receptacle is kept all week? Are we to decide among ourselves?

Answer: A list will be posted on the Town of Florence website – [www.townofflorencewisconsin.com](http://www.townofflorencewisconsin.com) that will include a list of addresses/locations for bins. If a bin is full, you can place your bag of garbage in any other Town of Florence bin.