

Why are yard waste and bulky item collection suspended?

Yard waste and bulky item collection services were suspended in an effort to adhere to local, state and federal social distancing mandates. Solid Waste Services made adjustments in the collection processes to decrease the chance of exposure to the CoronaVirus to our employees. The following procedures have been implemented in order to protect our employees ::

- Staggering shifts to reduce numbers of people in a given area at a given time. This has enabled us to adhere to social distancing.
- Reducing the number of staff and, when possible, minimizing the number of two-person crews.
- Adjusting resources and services, so that we can focus on essential services as outlined by the state and federal government. Those services are garbage and recycling.
- Suspending services, like bulky items, where unbagged items coming from homes could pose a health risk to collection staff because we do not know what house is/isn't quarantined.

Additional details to consider ::

- Garbage and recycling are collected using an automated garbage truck.
- This truck has an automated arm that picks up the garbage cart and dumps the contents into the top of the truck.
- There is only one person required to operate this truck.
- The person operating this truck has specialized training.
- Yard waste and bulky items are collected using a rear-loading garbage truck.
- These trucks have an open back and require the driver and a sanitation technician to load the truck with materials.

With these considerations in mind, we are using a small number of yard waste and bulky item crews to supplement the collection of garbage as needed. Additional drivers are being cross-trained on using automated collection trucks so that we can further increase social distancing. Each driver trained is in their own truck and the driver trainer is outside the cab, maintaining social distance to keep everyone safe.

How can residents dispose of my yard waste and bulky items in the meantime?

You do have the option to take the yard waste or bulky items to one of Mecklenburg County's full-service recycling facilities. You can find a list of those at www.wipeoutwaste.com.

Please note that yard waste **CANNOT** be disposed of in the garbage cart. It is illegal in North Carolina to put yard waste in the landfill. Yard waste that is visible in the garbage cart will result in the garbage cart **NOT** being collected.

How long will these services be cancelled?

Services will be suspended for at least 30 days or until further notice as directed by local, state and federal mandates. These services were suspended to comply with the state and federal social distancing policies.

What are some things residents can do to help the collection process?

- Please double bag any items for garbage collection that are outside of your cart.
- Please ensure all recyclables are inside your cart. Any recyclables outside of your cart will not be collected. All materials, including cardboard, must be loosely placed in the recycling cart. Cardboard must be cut or torn, not folded, into pieces small enough to fit loosely in the cart.
- If you have disposal items from a quarantined home, please double bag your garbage and place your recyclables in the garbage as well until your quarantined period is over.

We are seeing more garbage, what are you doing to support increased garbage?

We recognize that with everyone home there will be more garbage. To accommodate this, Solid Waste Services will collect garbage outside the garbage cart. Residents are asked to ensure overflow garbage bags are:

- Neatly placed beside the garbage cart, but not touching the cart.
- Tied shut.
- Double bagged.

Solid Waste Services will not be responsible for garbage that falls out of garbage bags and reserves the right to not collect any overflow garbage that presents a health and safety concern to its employees.

Additionally, we encourage you to use this time to implement waste reduction strategies to help reduce the amount of waste generated. Tips on how to do that can be found on the Solid Waste Services' website: curbit.charlottenc.gov.

What should residents do if they have questions or concerns?

Please email your questions to curbit@charlottec.gov.

How can residents get updates?

Solid Waste will be sharing updates on changes on our website – curbit.charlottenc.gov – as decisions are made. We also share in our newsletter and through our text message platform. You can register to receive those updates [here](#).