

2017 Changes to Hood River's Solid Waste Collection Program

Frequently Asked Questions

Last updated: April 11, 2017

Why did the City of Hood River change its solid waste collection service to a 3-roll cart system?

1. Increased diversion rates. Data shows roll carts deliver increase recycling and landfill diversion rates over customer provided cans.
2. Positive environmental impact. The new service will add yard debris and food waste collection which addresses a potent source of methane and aligns with the City's climate goals. Composted yard/kitchen waste produces end-products that benefit local farmers & gardeners.
3. Improved public safety. Wheeled roll carts will be easier to move to the curb, reducing the risk of homeowner injuries. New trucks that empty the carts will improve worker safety, decrease workers' compensation claims.
4. Reduction of nuisance. Roll carts with integrated lids are better rodent deterrents and will virtually eliminate the existing problem of windblown cans, lids, and recycling.

When will I receive my new roll carts?

Hood River Garbage will be delivering the new roll carts the week of **April 17-28, 2017.**

When should I start using my carts?

DON'T BEGIN using your carts until the week of May 1, 2017.

What goes in each of the three carts?

Green lid - COMPOST (food scraps and yard debris)

Blue lid - RECYCLING (paper, plastic and metal)

Black lid - GARBAGE

Use your old square **blue bin** to collect GLASS.

Go **see the "Service Guide"** at <http://ci.hood-river.or.us/SolidWasteAndRecycling> to learn more about what goes in each cart.

What should I do with my old square blue recycling bins?

1. **Keep at least one blue bin** to collect GLASS (glass cannot go in your Recycling roll cart).
2. **Leave any extra blue bins** at the curb on your garbage pick-up day. Hood River Garbage will take them away. *Don't leave them out on compost pick-up day.*

What should I do with my old garbage cans?

If you no longer want your old garbage cans, you may leave them at the curb on your garbage pick-up day. Hood River Garbage will take them away. *Don't leave them out on compost pick-up day.*

How often will the carts get picked up?

All customers will receive three cans:

- **Green** Lid Compost Cart - Weekly pick up
- **Black** lid Garbage Cart - Every other week pick-up
- **Blue** lid Recycling Cart - Every other week pick-up
- Use your old square **blue bin** to collect GLASS. Place it at the curb next to your **Blue** lid Recycling Cart.

Note, Garbage and Recycling get pick up on ALTERNATE WEEKS. EXAMPLE

Week 1: Garbage and compost.

Week 2: Recycling and compost.

Week 3: Garbage and compost.

Week 4: Recycling and compost.

Why is the collection frequency set up this way?

The No. 1 driver of cost and environmental footprint is the number of truck routes per week. By collecting garbage and recycling every other week, it limits the number of truck routes per week to two. This is taken from nationwide best practices.

Why are the carts so big?

All current customers of Hood River Garbage will receive roll carts to accommodate their *current level of service*.

GARBAGE CANS/CARTS EXAMPLE

- Most households set out one **35-gallon garbage can every week**.
- Hood River Garbage will provide you with one **65-gallon cart** for garbage that will be picked up **every other week**.
- Therefore, you'll have the same capacity for collecting garbage that you've always had.
- Because compost will now go in the green compost cart, you'll likely produce even less garbage. You can swap your garbage cart for a smaller one in the future if you wish.

GARBAGE CANS/CARTS

- Most households set two **14-gallon blue bins** (28 gallons total) **every week**.
- Hood River Garbage will provide you with one **95-gallon cart** for recycling that will be picked up **every other week**.
- Therefore, you'll have slightly MORE capacity for collecting recycling that you've always had.
- You can always put extra recycling in the blue bins.

Can I change cart sizes?

Yes, there will be a one-time free cart size change-out period within 6 months of the program start.

How do I know what to put in each cart?

When your carts are/were dropped off, you should have received a brochure that describes what materials should go in each cart. Keep it and refer to it any time you have questions. If you lose it, the brochure is available at <http://ci.hood-river.or.us/SolidWasteAndRecycling>

You can also visit www.hoodrivergarbage.com for more information.

If you'd like to talk to someone, please call Hood River Garbage at (541) 386-2272.

What is the cost?

For customers with weekly 32 Gal service, there will be a monthly increase of \$7.72 (\$16.40 increases to \$24.12/month). For comparison, this rate is lower than Troutdale and Portland.

Why does it cost so much?

In short, the cost of a new truck is \$315,000 and the new carts are \$300,000. Those numbers divided by the roughly 1,900 ratepayers of the city of Hood River equals roughly the rate increase.

Can I opt out of this new service?

Yes. You may opt out of the new service, but you will opt out of **all** curbside collection when doing so. Opting out means you would need to self haul all materials to the Guignard Drive transfer station.

If I don't use all of the bins because I compost at home, can I get a discount?

You may choose **not to use** all of the provided roll carts, or even request that a bin be taken away by Hood River Garbage, but the cost of service will remain the same.

Will placing yard debris and food waste in bins create odor and attract rodents?

Unless you already have a backyard compost system, food waste and yard debris items are currently in your waste stream. The only difference is in the new program is that you would be required to separate them. The key to avoiding odor and rodents is keeping carts and home containers clean.

Materials that could cause odors are collected on a weekly basis to minimize this (just like the current system). Remaining landfill items will be collected on an every other week schedule.

Can I still drop off excess yard debris at the transfer station on Wednesdays?

A goal of the program is for customers to use the weekly yard/kitchen waste cart to dispose of organic materials. These materials will be transported and turned into high quality compost.

For city-customers who create extra yard debris, the transfer station will still allow drop off of additional yard debris on Wednesdays for a nominal, subsidized, cost of \$5 per load. **This service is for residential customers only.**

For non city-customers, yard debris can still be dropped off at the transfer station at a volume based disposal rate (similar to current drop-off on days besides Wednesday).

MORE INFORMATION

www.hoodrivergarbage.com

(541) 386-2272