

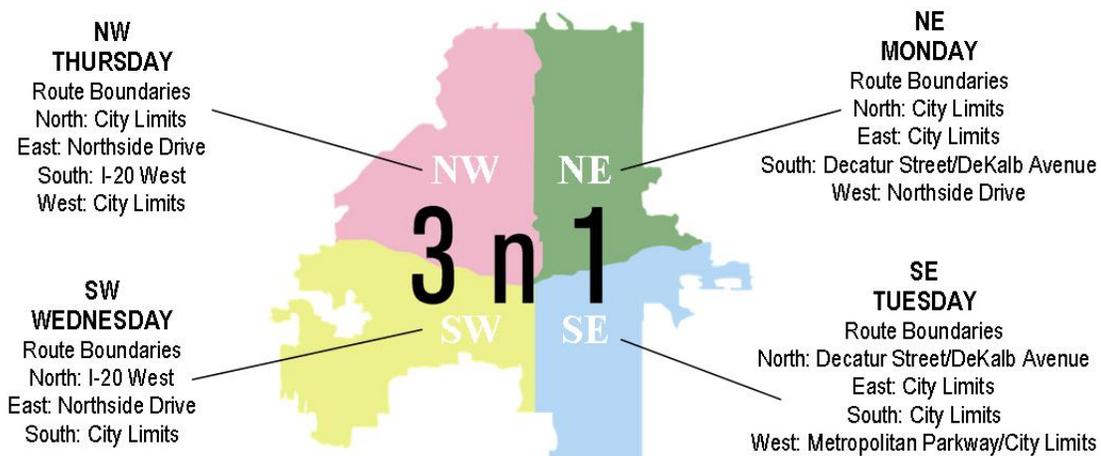


**City of Atlanta**  
**Department of Public Works**  
**Solid Waste 3n1**  
*"3 Core Services in 1 Day 4 Our Customers"*



## Frequently Asked Questions

The Department of Public Works continues to improve on our service delivery. Effective August 1, 2011, we will began citywide weekly collection curb side service for household garbage, recycling, and yard trimmings per quadrant of the City. Three core services in one day concentrated in the NW, NE, SW, and SE quadrants of the city.



### 1. Why the change?

We recognize that change is critical to our survival in order to meet the expressed needs of our customers in a more energy efficient and cost effective way. The Solid Waste "3n1" system allows the City to address issues such as:

- unbalanced route size and configuration
- bulk waste collection challenges
- residential street sweeping
- lack of education and enforcement capabilities

### 2. What are the benefits to making a change in collections?

Solid Waste "3n1" collection service allows for:

- concentrated efforts in a given area
- reduced carbon emissions
- reduced missed collections, and
- no additional cost to customers.



### **3. Were there any additional services effective August 1, 2011?**

Solid Waste “3n1” provides for additional services such as scheduled residential street sweeping, bulk waste pick-up, and concentrated solid waste education and enforcement.

### **4. Are all services collected on the same day?**

Yes, household garbage, recycling, and yard trimmings continue to be collected weekly on the same day for our curb-side customers.

### **5. How were customers notified of their new collection day?**

In addition to public notification via media announcement and public meetings, notification was directly delivered to residential customers via:

- Door Hanger notices on Herbies
- Postcard mailer
- July & August water bills, and a
- Reminder phone call on July 31, 2011

### **6. If I live on a street that is defined as a boundary how do I know what my collection day is?**

The customer’s collection day is defined by the quadrant their address resides in, i.e. NW, NE, SE or SW.

### **7. Were backyard customers be impacted by the change?**

Backyard collections were not been impacted by the Solid Waste 3n1 Program.

### **8. How is bulk waste be handled?**

Bulk collection occurs once per month based on the customer’s regular pick up day, within each quadrant of the City as follows:

- Northeast – 1<sup>st</sup> full week of each month, starting on Monday of that week
- Southeast – 2<sup>nd</sup> full week of each month, starting on Monday of that week
- Southwest – 3<sup>rd</sup> full week of each month, starting on Monday of that week
- Northwest – 4<sup>th</sup> full week of each month, starting on Monday of that week

This schedule is a guide to show the starting date per quadrant. Some addresses overlap quadrant boundaries. Customers should use their regular collection day as a guide to determine the week for bulk collections.

*For example, if a customer has a SE address and his/her weekly collection is Tuesday, bulk collections will occur the 2<sup>nd</sup> full week of every month. However, if a citizen has a SE address and his/her weekly collection is Wednesday, bulk collections will occur the 3<sup>rd</sup> full week of every month.*



We will work in each quadrant until all streets are completed. We will post notices at neighborhood entrances prior to pick up. When there is a 5<sup>th</sup> week in a given month, that time will be used to recheck areas throughout the city where bulk collection may have been delayed due to weather or resource issues.

### **9. Is there a fee for bulk waste pick-up?**

Currently there is not a fee for bulk waste pickup. This is a service that is included in the overall Solid Waste bill. However, Public Works will be seeking legislation in the near future to implement a special service fee for bulk pick up requests beyond the established once per month pick up schedule. Until the new service fee is implemented, we encourage customers to use the defined pick up schedule.

### **10. What are the guidelines for bulk waste pick-up?**

- Bulk waste refers to materials with a total weight, volume and/or size too large for the City's residential garbage collection trucks to remove. This includes items such as appliances, large furniture, large piles of tree branches, large metal or wooden playground equipment, or similar items.
- Yard trimmings in excess of piles 4 ft in length and 6 inches in diameter are considered as a bulk waste pick up and will not be picked up on the scheduled pick up day for household garbage and recycling. Bulk yard trimming will be picked up per the posted bulk pick up schedule described above.
- As a result of the new Solid Waste 3n1 service initiative, bulk items will be picked once per month per the posted bulk pick up schedule described above.
- Place all items scheduled for pick up at the curb on the Sunday of the scheduled per the posted bulk pick up schedule described above.

### **11. How is residential street sweeping scheduled?**

Residential street sweeping is done by quadrant of the city, allowing for residential streets to be swept four times per year as follows for the calendar year 2012:

- Northeast – December 2011
- Southeast – January 2012
- Southwest – February 2012
- Northwest – March 2012
  
- Northeast – April 2012
- Southeast – May 2012
- Southwest – June 2012
- Northwest – July 2012
  
- Northeast – August 2012
- Southeast – September 2012
- Southwest – October 2012
- Northwest – November 2012

This rotation will continue unless otherwise noted. Signs will be posted at neighborhood entrances and a schedule will be posted online.



Please visit our website for updates:

<http://www.atlantaga.gov/government/publicworks/SWS3n1.aspx>.

## **12. Are there any parking restrictions to accommodate street sweeping?**

Street sweeping in residential areas will occur during daytime hours. “No Parking” notices will be posted 72 hours prior to the sweeping day. The “No Parking” notices will include the day, date, and time for the street sweeping service.

On-street parking where allowed, may resume when the street sweeping is completed for a particular street.

Please visit our website for the detailed street sweeping schedule:

<http://www.atlantaga.gov/government/publicworks/SWS3n1.aspx>

## **13. Is the right-of-way cutting and de-littering schedule the same as 3 n 1?**

Right-of-way cutting and de-littering operates on a separate schedule. For more information, please visit:

[http://www.atlantaga.gov/government/publicworks/solidwaste\\_110507.aspx](http://www.atlantaga.gov/government/publicworks/solidwaste_110507.aspx)

## **14. How does the Solid Waste 3n1 program impact the holiday service schedule?**

Holidays that fall on Monday may **delay all pickups for that week by** one day. Holidays that fall on Friday, Saturday or Sunday do not impact regularly scheduled pick up days. Collection continues on the customer’s regularly scheduled pick up day.

Please visit <http://www.atlantaga.gov/index.aspx?page=501> for the current holiday pick up schedule.

For more information, please visit:

City of Atlanta

Department of Public Works

Office of Solid Waste Services

Phone: (404) 330-6333 - Email: public [works@atlantaga.gov](mailto:works@atlantaga.gov)

Website: <http://www.atlantaga.gov/government/publicworks/SWS3n1.aspx>