



CITY OF ATLANTA CART DELIVERY

Frequently Asked Questions

We anticipate that residents will have questions about the delivery of carts.

Some questions are below. Residents will be encouraged to call

Department of Public Works Customer Service with other questions: 404-330-6333.

Q: Why is the City distributing new carts?

A: Simply, more recycling = less trash. We currently produce almost twice the national average of trash and our city wasted \$7 million worth of recyclables last year. When you have more space for recycling, you can recycle more, which will bring these numbers down. Currently we have the capacity to recycle over four million gallons of recyclables. By giving every resident a new and larger container, we can grow this number potentially to 9.2 million! This means more than 22,000 new tons of recyclables will go into manufacturing facilities in and around Georgia, instead of into the landfill.

Q: What can I recycle in the new cart?

A: When your cart arrives it will come with all the information you need. You'll get an informative brochure and a reminder magnet (as well as a list imprinted in the lid of the cart!). No sorting of recyclables is required. All recyclables can, and should, go in your new recycling cart. We accept a long and growing list of items in Atlanta, including aluminum and steel cans, plastic and glass bottles, plastic containers and lots of types of paper including newspaper, cardboard and magazines. Visit www.AtlantaGa.gov to get the full list.

Q: When will I get a cart?

A: Beginning on October 15, we will begin delivering carts at a rate of 1,000 per day. Carts will be delivered by quadrants (southwest, northeast, southeast, and northwest Atlanta), starting with southwest Atlanta. Call the Department of Public Works customer service number at 404-330-6333 for more specifics on your area.

Q: What if I don't want the new cart?

A: If you do not want the cart, we ask that you give it 30 days. We know it is larger than what you are use to and that it will take up space, but the large cart will ensure that we get more recyclables from our city. If, after 30 days from receiving your cart, you still do not want it, please contact the Department of Public Works customer service at 404-330-6333. They will pick up the cart at no cost to you. You will still be able to recycle using your existing 18-gallon recycling bin.

Q: What should I do with the old 18-gallon recycling bin?

A: You may keep the bin and reuse it as you see fit, perhaps as an “indoor recycling station” in your kitchen. OR, you can call 404-330-6333 and someone from the Department of Public Works will come and pick up your bin within 2-3 business days. If you do not wish to keep your bin, we highly recommend that you call us to collect it as we will receive a credit from our cart manufacturer that we can apply to future carts.

Q: I already have a large recycling cart and received a second one.

A: If you received a recycling cart and you already have one, please contact us at 404-330-6333 and we will come collect the second cart from you. We expect to be able to do so within 2-3 business days.

Q: What if the new cart is too big for me to use for pick-up/use in the front of my house?

A: You can recycle more than ever here in Atlanta so we encourage you to give the new, cart 30 days before deciding if you do not want it. Please note that you do not have to put your recycling cart out for pick-up every week, but we do encourage it. If, after 30 days, you still do not want the cart, you can contact Department of Public Works customer service at 404-330-6333 and we will pick up the cart at no cost. We also understand that you may not be able to handle the large cart for other reasons. If you currently have, or are interested in, back door recycling collection, it is available at no cost for residents 70 years of age or older and people with physical and mental disabilities. You can still use the large cart for back-door collection. Back door collection is also available to all city residents for a fee. Contact the Department of Public Works customer service to sign up and/or learn more at 404-330-6333.