



# **Automated Garbage and Recycling Collection Frequently Asked Questions**



## **What is automated residential collection service?**

Automated residential collection service consists of two specially designed 95-gallon roll carts: one is for garbage and one is for recycling. These large carts are picked up and emptied by collection vehicles that are equipped with mechanical arms designed to lift the carts, empty the contents directly into the collection vehicle, and return them to the ground. Orange County's automated residential collection service began on January 1, 2016.

## **Roll Carts**

### **How many bags will the garbage cart hold?**

A 95-gallon cart holds approximately 8 average-filled, 13-gallon trash bags.

### **Where do I place my carts if I have an alleyway?**

If you live in a neighborhood with alleyways, place your carts in the alley for collection.

### **Can I put more bags out next to the garbage cart?**

No. Automated collection requires that all garbage be placed in the cart. You may call the Solid Waste Hotline at 407-836-6601 to see if you qualify for an additional cart.

### **Can I use my own garbage cans for automated collection?**

No. You must use the county-issued carts for garbage and recyclables. Automated collection requires a standardized, heavy-duty container that works with the truck mechanisms and leaves the streets clean.

### **If I move, should I take my carts with me?**

No. The carts must remain at the address where they were delivered.

## **Rear-Door Service**

### **What if I am disabled and cannot take my carts to the curb?**

Disabled residents who are unable to take their carts to the curb may apply to the Solid Waste Division for rear-door service. The driver will collect the carts at an accessible location close to the house, empty them, and then return the carts to the same location. Qualified residents will receive rear-door service at no charge.

### **What if I want rear-door service but I do not qualify as disabled?**

Residents who are not disabled may arrange for rear-door service through their franchise hauler for an additional fee. The cost for service may be adjusted annually by the county and must be paid by the customer directly to the franchise hauler.

## **QUESTIONS?**

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407-836-6601

