

6.0 PLACEMENT FOR COLLECTION, MAINTENANCE OF CARTS, AND ADDITIONAL FEES

6.1 Placement of Carts for Collection

- 6.1.1 All carts shall be set out by the customers on the public curb, alley, or other City designated location no earlier than ~~8:00 p.m. on~~ the day before the collection day and no later than 5:30 6:30 a.m. on the collection day.
- 6.1.2 If a customer does not have their cart in place by 5:30 6:30 a.m., then collection may not be serviced for this location. Customers can call 3-1-1 to speak with a customer service ~~representative~~ ambassador to have a late set-out serviced. A late set-out fee may be assessed for the location to be serviced.
- 6.1.3 All carts shall be removed by customers from the curb or alley collection location no later than the day following collection day. 10:00 p.m. on the collection day. All carts shall be placed ~~3-5~~ feet apart (when space allows). ~~Please keep carts out of~~ Carts shall not obstruct the path of mail delivery locations, vehicles, ~~and~~ driveways, bike paths, and sidewalks.
- 6.1.4 If carts are placed under a tree limb or power line, ~~please make sure there is~~ there must be 15' below the line or limb and the ground. The City may designate specific locations for container placement as needed.
- 6.1.5 Customers shall use the city-issued cart(s) for their trash, recycling and ~~organics composting.~~ Excess trash materials may be placed at the curb in a bag with an extra trash sticker. All trash materials must be placed in a cart or bag; no loose trash is permitted on the ground. Excess yard trimmings may be placed at the curb in a paper bag. When there is extra trash, recycling, and composting or yard trimmings that cannot fit in the city-issued carts:
- 6.1.5.1 Extra trash materials shall be placed at the curb, in a bag. No loose trash is permitted on the ground.
- 6.1.5.2 Extra recycling that does not fit into the blue cart with the lid closed should be placed next to the cart in a reusable container or a cardboard box no larger than your cart.
- 6.1.5.3 Extra yard trimmings may be placed at the curb in a paper bag, a compostable cardboard box(es), or in a personal reusable container(s).
- 6.1.5.4 Small branches and limbs shall be placed near the curb. Small branches and limbs shall be no longer than 5 feet in length and no thicker than 3 inches in diameter. Branches and limbs must be stacked into manageable piles no heavier than 30 pounds. If small branches and limbs are tied or bound, it must be with 100% organic (compostable) material such as jute twine or cotton.
- 6.1.5.5 See section 6.3 for rules regarding fees for extra trash, recycling, and composting or yard trimmings.
- 6.1.6 If a customer pays for more than one trash cart, the additional cart(s) may be tagged by the City of Austin to ensure operation crews collect the additional cart.
- 6.1.7 The City of Austin reserves the right to perform cart audits on its customers to ensure each customer is billed correctly and receives their scheduled service. A customer may be retroactively billed (or "back-billed") to rectify discrepancies.

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6.1.8 Any trash on the public right-of-way, which is not set out in conformance to these rules, shall be deemed an improper set out. In order to maintain the health and cleanliness of the City, the Department may collect and remove these materials and assess a fee for this additional service to the adjacent resident or property owner.

6.1.9 The City of Austin will assess a return trip fee in alignment with the department fee schedule. A return trip is any instance in which a City vehicle returns to a premises by request of a customer to collect City managed carts.

6.1.9.1 A return trip fee is assessed for each collection vehicle that returns to the property (e.g. trash, recycling, composting) regardless of the number of each cart type that is collected.

6.1.10 Return trip fees may be assessed by the City to any department customer:

6.1.10.1 If the customer requests collection of a cart that was not placed at the curb by 5:30 a.m.;

6.1.10.2 If contamination in the recycling or compost cart is identified by the collection crew. The customer must remove the contaminated items from the cart and request collection of the cart;

6.1.10.3 If the customer requests an out of cycle collection of a cart on a date that is not their regular scheduled collection day.

6.1.10.4 For any other set out that is not in conformance to these rules and requires collection of a cart outside of the scheduled collection.