

FREQUENTLY ASKED QUESTIONS

The City of Akron provides one cart for trash to each address free of charge, and if you pledge to recycle, a recycle cart will be provided as well. All city carts remain the property of the City of Akron.

What are the advantages of the city cart?

- This cart offers a cleaner look for our community than the old trash cans, bags and loose items on the curb.
- They are designed for less tipping over in high winds.
- They help reduce worker injuries and Worker's Compensation costs.
- They have a full warranty for 10 years.
- The lids are permanently attached to these carts.
- They are designed to keep animals out.

Who oversees the cart repairs?

- The City of Akron is responsible for any type of repairs to your city cart. Please contact the Call Center at 311 from a home phone or 330-375-2311 from outside the city or from a cell phone.

Can I obtain an additional city cart?

- Yes, you can obtain an additional trash or recycle cart for a one time fee of \$50.00 each, but they will still remain the property of the City of Akron. Please note, if you move outside of Akron, they must be returned as they remain property of the City of Akron.

Is there a limit of city carts per household?

- Yes. You can sign up for a maximum of 2 additional trash carts and 2 additional recycle carts at \$50.00 each. Please note, if you move outside of Akron, they must be returned as they remain property of the City of Akron.

How do I get rid of my hazardous materials?

- Summit County Reworks has a recycling center during the summer months. Visit their website at www.summitreworks.com or call:

Household Hazardous Waste Recycle Center
1201 Graham Road (at the Route 8 exit – next to RR tracks)
Stow, Ohio
330-374-0383

Where can I place my city carts if piles of uneven snow on my curb strip or parked vehicles are preventing the collection of my carts?

- If you are experiencing these problems, please place your carts (3 feet apart) in your driveway approach between the sidewalk and street for collection.

Is there a special orientation to place the city cart on the curb?

- Yes, place the carts so that the handle is facing the house and the serial numbers are facing towards the street.

Can I still put tires out on the curb for pickup?

- Yes, but keep them 3 feet away from your city cart.

What happens to a city recycle cart that a customer places on the curb and has non-recycle material inside it?

- That city recycle cart will be subject of being removed from that property by the Sanitation staff and the property owner of that cart may be subject of a cleanup cost fee.

At what point am I allowed to place extra bags on the curb that is outside my city cart on my collection day?

- Only after requesting a Special Bulk Volume Pick Up with our 311 Call Center by dialing 3-1-1 from a landline phone or 330-375-2311 from a cell phone. Please note that you must call 1 business day before your collection day to schedule a Special Bulk Volume Pick Up.

Do I need to schedule a Special Bulk Volume Pick Up for furniture, dressers, mattresses, couches, televisions, bookcases, doors, bicycles, windows, and tied up bundles (carpet, wood, brush, branches, fencing, etc.)?

- No. The city picks up these large items on a weekly basis if you set them out on your normal collection day and 3 feet apart from your city cart.

How can I report customers leaving their empty city carts on the curb a day after being serviced and customers that place their trash cart on the curb too early?

- Please contact the 311 Call Center and those curb service violators may be subject to penalty cleanup fee.

What is the penalty clean up fee?

- Penalty fee will be based on personnel, equipment and time needed to complete cleanup.