

CITY OF FORT DODGE PUBLIC WORKS

# GARBAGE FAQs

Answers to all of the frequently asked questions the City of Fort Dodge Public Works department receives about garbage services.

**LEARN MORE AT**  
**[WWW.FORTDODGEIOWA.ORG/GARBAGE](http://WWW.FORTDODGEIOWA.ORG/GARBAGE)**



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## **I'm moving. Do I move the carts or leave them behind?**

Carts are assigned to each property, not property owner. If you are moving, please leave your garbage and recycling carts. Your new address will have carts for you if participating in trash/recycling services offered by the City of Fort Dodge.

## **My cart is missing or stolen, how can it be replaced?**

Each cart has a serial number located by the handle. Call Public Works at (515) 955-6139 to obtain the serial number for your cart. If a cart cannot be located, the owner of the property would be responsible for replacement of the cart.

We encourage you to mark the carts with your property address to prevent the theft of your carts. This also make the carts easier to recognize if they are lost or stolen.

## **Can I purchase additional carts?**

Yes. The large 95 gallon cart is \$67.50 and the smaller 45 gallon cart is \$48.00. An additional trash cart will increase the cost of monthly garbage service to \$29.00.

Request for additional carts should be made by calling (515) 955-6139.

## **Can I exchange my carts for the larger/smaller size?**

If you have small carts and would like to exchange them for larger carts or vice versa, contact Public Works at (515) 955-6139. Empty carts should be placed curbside by 6:00 am on Friday for exchange.

If you change your mind and decide you'd rather have the other size again later, there will be a \$100 charge for service.

## **Help! My cart is damaged. Do I have to buy a new one?**

If your cart has a crack or was damaged by our sanitation trucks, has broken or missing wheels or the lid is damaged or missing, Public Works will replace or fix the cart. Please call Public Works at (515) 955-6139 to schedule a repair/replacement.

## **Will you repair/replaces carts regardless of the type of damage?**

If it is apparent there was intentional damage done to the cart (burned, struck by vehicle, etc.), the property owner will be responsible for replacement of the cart.

## **Why didn't you pick up my garbage?**

Your garbage may not have been picked up for a variety of reasons. If the cart was set out after 6 am or within three feet of other objects, we will not empty the carts. It may have been inadvertently missed. It's also possible the lid closed as it was emptied; be sure to check that the bin really was missed. You can call Public Works at (515) 955-6139 for answers to specific questions or to re-schedule a pick up if we inadvertently missed your cart.

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## My cart is usually emptied by now. What happened?

Occasionally, we may have mechanical issues with our trucks. If this happens, sanitation staff uses the older packer trucks to complete routes. Trash collection with packer trucks is a much more manual process and takes more time.

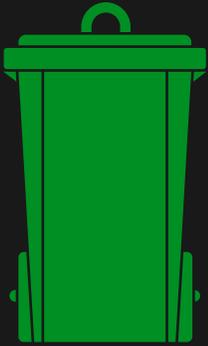
Poor weather conditions can also impact trash collection.

There's no need to reach out to Public Works until after 3:00 pm. If we haven't picked up by then, it was likely missed. Call (515) 955-6139 to re-schedule your pick up.

## HELPFUL TIPS

06:00

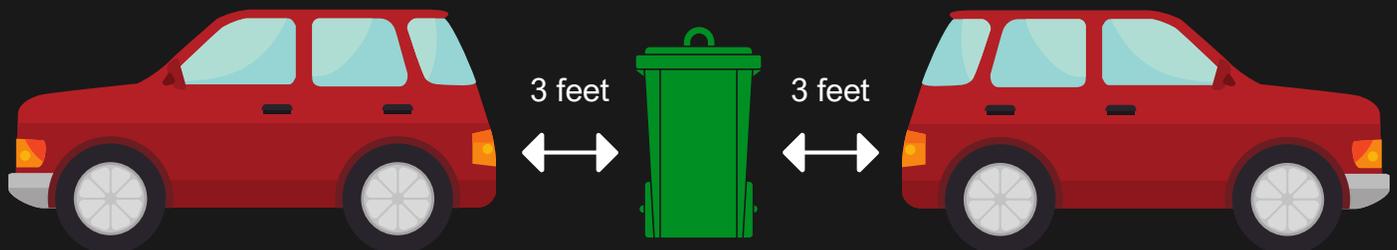
Please have your waste and recycling at the curb by 6:00 am on your collection day(s), but not before 5:00 pm on the evening before pick up.



Please place all garbage inside the green cart with the green lid. Items should be bagged and tied off. Please avoid loose items if possible.



Lids must be securely closed. This ensures that litter is not blown in your neighborhood and that all disposed items are secure. No waste left outside your cart will be collected.



Carts must be placed 3 feet from any obstructions, such as vehicles, mailboxes, meter boxes, cable boxes, or trees - and within 1 foot of the curb. The optimal placement is on the curb. But, we understand that in some areas, the carts must be placed on the street. Do not obstruct the collection of carts or bulk items by parking vehicles in the vicinity. Keep area clear for easy access by the collection truck.