



Grid Garbage Collection Frequently Asked Questions

Q1: How will grid refuse collection work?

A1: Currently, refuse services are ward-based, meaning routes are designed around the ward boundaries, and personnel and vehicles are assigned to specific wards.

The grid system will change collection operations from non-linear ward geography to a grid system comprised of main streets and natural boundaries. The grid model will concentrate sanitation workers in targeted areas of the city each day and create balanced service regions with standard numbers of collection crews to improve daily collection performance.

Q2: What are the benefits?

A2: A grid system, used universally by municipalities and private haulers, will allow crews to use the most efficient routes possible, reducing lost time and enabling the Chicago Department of Streets and Sanitation to service more households with fewer resources.

Q3: How will the implementation of grid garbage collection impact me?

A3: It is our priority to minimize any impact on residents resulting from the implementation of the grid garbage system. All residents will continue to receive weekly refuse collection services, though some may see a change in their day of service. Service maps, indicating service days, can be found on the City's website www.cityofchicago.org/dss, by contacting 311, or the local ward office.

Q4: How will this affect my recycling service?

A4: If your household receives **curbside** blue cart collection, your recycling day will also change to the same day as your refuse collection, though your week of service will remain the same. If your household receives **alley** blue cart recycling services, your week of service will remain the same, but the day may change. Please leave your blue cart in the alley during your entire collection week to ensure collection.

Continued on following page

Grid Garbage Collection FAQ Continued:

Q5: When will grid garbage begin in my area?

A5: The fifth phase of grid garbage implementation will begin the week of December 10, 2012 and will take place in wards 12, 13, 14, 15, 16, 17, 18, 22, and 23.

Q6: My street is not on the map, but my ward is included in the fifth phase of grid garbage. Is the map wrong?

A6: No, if your street does not fall within the boundaries of the map, your household will not be included in this roll out, and your collection services will remain the same for the time being. Future roll outs will be announced in the coming weeks.

Q7: Will I receive a notification informing me of my new day of service?

A7: Yes, the Department of Streets and Sanitation will post a notice on top of each household's garbage cart the week before the roll out to inform residents of their new day of service.

#