

FREQUENTLY ASKED QUESTIONS

What if I need a different size, or an extra Toter?

Use the Toter trash cart provided to the serviced address for a month, recycle where you can. Once you have used it through April, if you still feel a change is needed, call 540-434-5928 or email PublicWorks@HarrisonburgVA.gov to request an exchange. Starting in May we will make exchanges/changes as inventory allows. There is an additional monthly fee for an extra Toter trash cart.

What if I have more trash than will fit in the Toter?

You have a couple of options. (1) Recycle what you can. (2) Buy a trash sticker for your occasional extra bag of trash. Stickers are available at the Treasurer's Office at 409 S Main St and at the Public Utilities Office on Beery Rd. Stickers can be prepurchased for \$1 each. (3) Get an extra Toter trash cart; additional fees apply for the extra Toter.

Can I use the Toter for yard debris and bulk items?

The Toter provided by Harrisonburg Public Works for use at your address is to be used only for trash. Yard debris should be put in either biodegradable bags or bundled into lengths of 4 feet or less. Bulk items should be set out on the curb on your bulk collection day.

Where can I learn more about?

Recycling:

<https://www.harrisonburgva.gov/recycling>

Yard Debris & Bulk Items:

<https://www.harrisonburgva.gov/bulk-collection>

Toter Program:

<https://www.harrisonburgva.gov/toter>

Toter FAQ's:

<https://www.harrisonburgva.gov/toter-faq>

City's Environmental Action Plan:

<https://www.harrisonburgva.gov/EAP>

Public Works Facebook Page:

<https://www.facebook.com/harrisonburgpublicworks>

Public Works
320 E Mosby Rd
Harrisonburg, VA
540-434-5928



CITY OF HARRISONBURG
**PUBLIC
WORKS**

TOTERS are Here!

This Toter trash cart has been provided by Harrisonburg Public Works for use at your address!

IT'S TIME TO START USING YOUR TOTER!



Enlace al Español



رابط للعربية

WHY AM I GETTING A TOTER?

- To improve the way Harrisonburg Public Works collects trash.
- To work toward goals of the City's Environmental Action Plan.
- To lighten the physical burden on our sanitation crews.
- To reduce the waste going into the landfill.
- To reduce the trash that ends up in our streets and streams.
- To make the curbsides look better on trash day.

DOS

- Put all of your trash inside the Toter trash cart
- Close the lid. This helps keep trash in and critters and water out.
- Put your Toter out for pick-up by 7am on your trash day, but no earlier than 4pm the day prior.
- Store your Toter out of sight of the street when it isn't your trash day.
- Call 540-434-5928 or email us at PublicWorks@HarrisonburgVa.gov with questions, issues, and repair requests.
- Continue to take your recycling to the Recycling Convenience Center or Mobile Unit.
- Write your address number legibly (or use adhesive numbers) in the white space on the lid.

Write (or use stickers) to put your street number legibly on the lid of your Toter trash cart.



DON'TS

- Mark the carts in any way. Other than to legibly write your street NUMBER (or use adhesive numbers) on the lid in the white space.
- Use other trash cans.
- Use the Toter for yard debris or anything other than trash.
- Take the Toter with you when you move. The Toter belongs to the address, not the occupant.



WHY AM I GETTING A TOTER?

This Toter trash cart is being provided to you by Harrisonburg Public Works as we improve the way we collect trash.

You will use this Toter trash cart for your trash pick-up, starting on your next trash day. Each City sanitation truck has been retrofitted with a mechanical arm to pick up and empty these Toter trash carts. Only trash set out in a Toter trash cart with the Harrisonburg Public Works logo will be collected, with a few exceptions - mostly in the Downtown District.

The purpose of the Toter trash cart program is to improve the trash service provided by Public Works by lightening the physical burden on our sanitation crews, making progress toward goals of the City's Environmental Action Plan, decreasing trash that ends up in our streets and streams, and improving the look at the curbside on trash day. These are just a few of the ways this new program will benefit our City.

TRASH COLLECTION ZONE MAP

