

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 6:30 a.m. on the collection day.
- 6.1.2 If a customer does not have their cart in place by 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 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 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 the path of mail delivery locations, vehicles, and driveways.
- 6.1.4 If carts are placed under a tree limb or power line, please make sure there is 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. 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.
- 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.
- 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.