

AUTOMATED GARBAGE COLLECTION



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PO Box 794, Goodrich, TX 77335



*of providing
superior service
to our communities*

Pro Star Waste is proud to offer state-of-the-art automated collection of household garbage. Automated Garbage Collection is a proven service system throughout the Greater Lake Livingston Area, as well as many other communities across Texas and the United States.

To help our customers we have created this pamphlet, which includes frequently asked questions and answers, best practices and important information regarding this service.

1. What is an Automated Garbage Collection Vehicle?

Automated garbage collection is a system which uses a specially designed vehicle and container to collect your garbage. The vehicle is equipped with a hydraulic-pneumatic extending arm with grabber that the driver controls from the cab of the vehicle.

2. What is an Automated Garbage Collection Container?

The container is specifically designed to be used with the automated grabber. It is made with Heavy Duty Polyethylene resin. The resin is UV color stable and able to withstand temperature ranges from -30 to 150 degrees Fahrenheit. The container is designed with a 98 gallon capacity and includes an integral hinged lid and wheels.

3. How does Automated Garbage Collection work?

First, Pro Star Waste will deliver a container to your address. Then, each week on your scheduled service day, simply roll the container to the end of your driveway. One of our collection vehicles will arrive on your scheduled service day, the driver will use the grabber to pick up your container and dump its contents into the collection vehicle hopper. The entire process takes about 15 seconds. After collection, just roll your container back to your preferred indoor or outdoor location.

4. What are the advantages of Automated Garbage Collection?

While there are many, here are the top three:

FIRST IS SAFETY. Because the system is automated, it allows the driver to focus on operating the vehicle and its controls without leaving the cab. The vehicle is equipped with cameras to help the driver see normally hard-to-see spots and allows

him to work one side of a street at a time, preventing opposing traffic challenges. Also, the containers are equipped with wheels, which means no more lifting or dragging the container to the curb. The containers are generation friendly and can be safely rolled by anyone ranging in age from adolescents to senior citizens.

SECONDLY, the process takes about half the time of traditional service methods. This means improved efficiency and allows Pro Star Waste to provide you with an economical method to have your trash collected.

LASTLY, the containers are all identical. This means your community will realize a consistent and pleasing appearance on trash collection day. The integral lid is designed to keep animals and wind from leaving your trash on the street.

5. How do I get a container?

Simple call your City Office or Pro Star Waste. A container with a serial number will be delivered to your physical address. The container's serial number will be assigned to your account's physical address. If you are not home when the container is delivered, an information packet will be provided with the container. If you have any additional questions, just call your City Office or Pro Star Waste.

6. What is the size of the container?

Each container's capacity is 98 gallons.

7. Why is the container size 98 gallons?

US nationwide surveys indicate that the average household generates trash volumes equivalent to 2-32 gallon containers of trash per week. A 98 gallon container provides capacity greater than the national average, just in case you need it.

8. What if one 98-gallon container does not meet my needs?

Simply call your City Office or Pro Star Waste to arrange an additional cart(s). If you have items that do not fit in the cart, we can professionally assess your situation and recommend another service system.

9. May I use my own trash container?

No. The containers provided by Pro Star Waste are specially designed to fit and withstand the forces of the mechanical arm and grabber. Personal containers are not designed to fit or withstand the forces of the mechanical arm and grabber, therefore they cannot be used.

10. What is the schedule for Automated Garbage Collection?

Automated Garbage Collection is scheduled one time per week. You will be notified of the specific day by your City Office or Pro Star Waste.

11. When should I roll my container out for collection?

You should roll your container out to the street no later than 6:30 AM on your scheduled collection day.

12. Where should I place my container for collection?

In most circumstances, you should position your container as close to the end of the driveway as possible without obstructing access or traffic. A minimum distance of 3 feet must be kept between mailboxes or other obstacles. The container must be positioned so that it is within 3 feet of the street with the lid opening facing the street. The container is conveniently marked with arrows and printed instructions to help position it properly.

Important: Please do not park your car near your container on collection day. The collection vehicle needs about 25 feet of approach space to service your container. If the collection vehicle cannot safely reach your cart, we may not be able to service you.

13. What types of trash can I put in my container?

Typical household garbage may be placed in the container. Grass, leaves, small branches and other yard debris may be placed in the container as long as the lid will close completely. While it is not mandatory, Pro Star Waste encourages the use of plastic bags for trash contents. This will help keep your car clean and odor free.

Reminder: It is very important that your container is not overfilled. If the lid will not close or contents are visible outside the container, it is overfilled. Keeping your lid closed will prevent litter, odor and spillage. If the container is overfilled, it may result in the contents spilling onto the ground when the container is lifted or dumped. Pro Star Waste does not provide clean up service for spills resulting from overfilled containers.

DO NOT PUT ROCKS, DIRT, BUILDING DEBRIS, FLAMMABLES, OR PAINT IN YOUR CONTAINER.



NO Rocks or Dirt



NO Building Debris



NO Flammables

14. What if my container gets dirty or has bad odor?

We recommend using a mild detergent, soft brush and warm water. Rinse with a hose. In most cases, this will be sufficient to clean and deodorize your container. If you have questions, please call Pro Star Waste.

15. What if my container is damaged, destroyed or stolen?

If your cart is damaged, destroyed, or stolen please contact your City Office or Pro Star Waste. If the container is damaged or destroyed through negligent use, you will be responsible for the replacement fee. If your container is stolen, a police report must be filed and you may be responsible for the replacement fee. If your cart is damaged or destroyed through normal wear and tear, your cart will be repaired or replaced to you at no cost to you.

Reminder: The container provided to you is the property of Pro Star Waste. It must not be defaced, painted, abused, mutilated, altered, modified, or used for purposes other than its intended design.

16. What should I do with my cart if I move?

As noted above the container is the property of Pro Star Waste. Contact your City Office or Pro Star Waste to ascertain if your new residence will be in Pro Star Waste's service area, your service agreement will be terminated subsequent to receipt of outstanding balance and return of the cart.

17. What are the normal service days and hours of operation for Automated Garbage collection?

Pro Star Waste provides Automated Garbage Collection Monday through Friday. Pro Star Waste does not provide Automated Garbage Collection

service on weekends. Our normal operating hours are 7:00 AM until 7:00 PM. Occasionally, in climate weather, traffic, road construction, holiday carry-over trash volumes, or vehicle breakdowns may cause a delay in your normal service schedule.

18. What is my scheduled collection day falls on an observed holiday?

Pro Star Waste may suspend service on observed holidays. If service is suspended due to holiday, it will be rescheduled to the next service day. Pro Star Waste does not provide Automated Collection Service on weekends.

Pro Star Waste observes the following holidays for Automated Garbage Collection scheduling:

Date or Calendar Day	Holiday
January 1	New Years Day
Last Monday in May	Memorial Day
July 4	Independence Day
1st Monday in September	Labor Day
Last Thursday in November	Thanksgiving
December 25	Christmas

If Holiday Falls on:	Service Rescheduled to:
Monday	Tuesday
Tuesday	Wednesday
Wednesday	Thursday
Thursday	Friday
Friday	Monday

Holiday Schedule Reminder: Due to increased volumes associated with rescheduled holiday work, it may be necessary to adjust route sequence schedules and service times. Please have your cart out by 6:30am on the rescheduled holiday service day.



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