



This policy pertains to the use of Metro-issued and purchased containers used for solid waste collection in the Urban Service District and Central Business District. It does not include information regarding materials allowable in the containers.

Table of Contents

1. Residential Collection in the Urban Services District
 - Single-Family Properties
 - Waste and Recycling Set-Out Variances
 - Condominiums
 - Multi-Family Apartments with Eight (8) or Fewer Units
 - Combination Residential/Commercial Building with Eight (8) or Fewer Units
 - Multi-Family Apartments with Nine (9) or More Units
2. Small Business Collection in the Urban Services District
 - Eligible Businesses
 - Multi-Business Properties
 - Combination Residential/Commercial Building with Eight (8) or Fewer Units
 - Excess Carts
 - Technical Assistance
3. Collection in the Central Business District (CBD)
 - Eligible Businesses
4. Cart Theft
5. Removal of Services
6. Louisville Metro Government Buildings

1. Residential Collection in the Urban Service District

The Department is required to follow Ordinance 51.405 (B) for the collection of household solid waste which states: *(1) The Department will collect household garbage, recycling, and yard waste set out for collection from residential buildings and complexes having eight or fewer units. Collection agreements in existence prior to the effective date of this section shall be maintained as previously permitted. All household garbage, recycling, and yard waste must be set out in the cart provided by the Department or approved containers meeting the requirements of § 51.507. No bags containing garbage or recycling can be set outside of the containers.*



Single-Family Properties

Single-family properties will be assigned one (1) garbage and one (1) recycle cart at no charge.

Single-family properties may purchase one (1) additional recycling cart or one (1) additional garbage cart for a maximum of three (3) Metro-issued containers. If a resident has three (3) Metro-issued containers, they may utilize 30-40-gallon store-bought reusable containers with two handles and a lid for additional recycling. The store-bought container for recycling must be marked "RECYCLING."

All residential properties are required to utilize Metro-issued garbage containers to receive garbage collection services. Garbage may only be placed in 30-40-gallon containers with handles and a lid with an approved variance as described in this policy or when the property is waiting for a Metro-issued garbage cart to be delivered.

Residents may request lids be exchanged to complete a mixture of garbage and recycling carts that meets their needs. (If they have three (3) carts, at least one (1) must be a recycling cart.) Metro reserves the right to charge a fee for lid exchanges.

Metro-issued garbage and recycling carts are available in 95-gallon or 65-gallon size. Citizens may request an exchange of cart size. Metro reserves the right to charge a fee for cart size exchanges.

Residents should leave their Metro-issued garbage and recycling cart at the property when they move. If a resident purchased an additional garbage/recycling cart from Metro, they may move it with them if their new address is within Metro's service area.

Exceptions: Residents must purchase replacement carts unless one of the following exceptions applies:

- Resident can verify low-income status through the Department approval process. Satisfying documents may include award letters from any type of federal benefits such as Temporary Aid to Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), Medicare/Medicaid, Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), or local benefits such as Low-Income Home Energy Assistance Program (LIHEAP).
- Collection or cart maintenance staff reports the cart is damaged beyond repair or the container dropped into the collection truck hopper during the collection process and cannot be retrieved.
- The container is damaged, unrepairable, or removed due to criminal investigation. (Residents will not be provided a replacement cart at no cost due to their own negligence, graffiti, or cleanliness concerns.)
- A recycling and/or garbage cart is not on site when ownership of property changes. (Residents should leave their Metro-issued garbage and recycling cart at the property when they move.)

All residents receiving a replacement or new container must complete and sign the Cart Care and Responsibility Agreement. This Agreement states the resident will be responsible for their cart and ensure it is handled according to ordinance 51.405



- (B)(4) requiring containers be set out by 6:00 a.m. on the collection day and no earlier than 4:00 p.m. on the day before collection.
- 51.405(B)(5) requiring containers be removed from the street or alley onto property against the house, garage, or accessory structure no later than 4:00 p.m. the day after collection.
- 51.405(A)(3) requiring residents to not overload the container with more than 200 pounds.
- 51.405(A)(9) requiring the container be kept in a clean and sanitary condition.

By signing the Agreement, the resident acknowledges their responsibilities and understands they will be required to pay for replacement carts, unless any listed exceptions apply.

Metro does not provide containers for yard waste services. Ordinance requires that yard waste is set out for collection in 30-40-gallon store-bought reusable containers with two handles, paper yard waste bags, or in bundles. There is no limit to the number of yard waste containers, bags, or bundles that can be set out. [Yard Waste Guidelines](#)

Waste and Recycling Set-Out Variances

If a citizen is unable to use the Metro-issued carts or is unable to set out/remove carts from the collection area due to medical disability or set-out conditions, the citizen may apply for a variance. The terms of each variance must comply with ordinance relating to set out or removal of carts.

Medical Disability: Any resident of a single-family property having a physical disability or medical condition may apply for a variance. The request must be on the approved Department form and include proof of medical disability (Ex: doctor's statement, handicap sticker approval). The resident must not have another able-bodied individual residing within the household.

Site Set-Out Conditions: Any resident who cannot set out or remove containers from the collection site according to ordinance due to difficult conditions (hills/steps) may apply for a variance. The request must be on the approved Department form and must include pictures of the conditions making compliance impossible. Waste collection staff will visit the site and establish the terms of the set-out variance.

A variance will not be approved if containers would block a right-of-way, including sidewalks, roadways, or alleys.

Regardless of medical disability or set-out conditions, all waste and recycling must be in either Metro-issued containers or containers that meet ordinance 156.051. Reusable store-bought containers must be 30-40-gallons with two handles and a lid.

Condominiums

Condominiums will be treated as single-family homes and provided waste collection and recycling services. As these properties vary in size and design, all waste collection and recycling services will be handled on a case-by-case basis. Large complexes having nine (9) or more units may have garbage collected in dumpsters and recycling collected in carts. If they are to be serviced with carts, each unit



may be assigned one (1) garbage cart at no charge and one (1) recycling cart based on the needs of the entire condominium complex. Typically, this would be one (1) recycling cart for every two (2) units. Exception: In buildings or complexes where there is no common space for recycling carts Metro may approve one (1) 65-or 95-gallon recycling cart per unit.

Multi-Family Apartments with Eight (8) or Fewer Units

Metro will issue one (1) garbage cart per unit and one (1) recycling cart per two (2) units at no charge. No additional purchases of Metro containers are allowed. Apartment owners may allow tenants to utilize one (1) store-bought reusable 30-40-gallon container with two handles and a lid and marked "RECYCLING" for recycling.

Combination Residential/Commercial Building with Eight (8) or Fewer Units

These properties present collection challenges and will require a site visit by the Department to determine collection procedures. Residents will generally conform to multi-family apartment or condominium rules.

Multi-Family Apartments with Nine (9) or More Units

According to LMCO Chapter 51, these buildings are considered commercial and are not eligible for Metro waste collection services. Property owners should be advised to contract with a private waste hauler for garbage and/or recycling.

2. Small Business Collection in the Urban Service District

The Department of Public Works is required to follow Ordinance 51.405 (D) For the collection of small business solid waste. *(1) The Department will collect small business garbage and recycling set out in Department provided or approved containers meeting the requirements of § 51.507. The Department will provide two (2) 95-gallon carts per business for garbage and/or recycling. A business owner may purchase additional containers from the Department for a maximum of four (4) containers if at least one (1) is for recycling; however, the business owner may be charged in accordance with § 51.403 for the collection of waste from containers other than the two (2) 95-gallon carts provided. (2) For purposes of this subsection (D), a small business shall mean any business or organization that has a volume of solid waste that can be disposed of on a weekly basis in four (4) or less 95- gallon carts.*

Eligible Businesses

Businesses meeting the above ordinance will be provided two (2) 95-gallon carts for garbage and/or recycling at no charge. A business owner may purchase additional containers from the Department for a maximum of four (4) containers if at least one (1) is for recycling. Metro currently does not charge a monthly fee for having more than two (2) 95-gallon carts. However, Metro reserves the right to charge fees later in accordance with § 51.403.



Businesses generating large amounts of cardboard may request a rolling cardboard bin if available by our recycling vendor. Granting of this request will be the sole discretion of Metro. Businesses generating more materials than can fit in the four (4) Metro-issued carts and the rolling cardboard bin are not eligible per ordinance and will need to contract with a private waste hauler.

A business having existing carts may request lids be exchanged to complete a mixture of garbage and recycling carts that meets their needs. (If they have four (4) carts, at least one (1) must be a recycling cart.) Metro reserves the right to charge a fee for lid exchanges.

Businesses must purchase replacement carts unless one of the following applies:

- Collection or cart maintenance staff reports the cart is damaged beyond repair or the container dropped into the collection truck hopper during the collection process and cannot be retrieved.
- The container is damaged, unrepairable, or removed due to criminal investigation. (Businesses will not be provided a replacement cart at no cost due to their own negligence, graffiti, or cleanliness concerns.)
- A business moves in and two (2) carts are not present.
- Metro may consider replacement of a container for free on written appeal. Any appeal should include why the business feels they should receive the cart for free, what happened to the cart they had, and what steps they will take to protect their cart in the future. If the appeal is granted the business must complete the Cart Care and Responsibility form.

All businesses receiving a new or replacement cart must complete and sign the Cart Care and Responsibility form agreeing to take care of their cart(s) and acknowledging they will need to pay for replacements if lost/stolen.

Residents operating a business out of their single-family property may provide government-issued documentation that they are a business to purchase a fourth garbage/recycling cart.

Multi-Business Properties

If building is under one (1) owner, the entire property and all businesses are considered one and will be eligible for two containers for free and may purchase two (2) additional if one is recycling. If they generate more than this amount, they will be considered not eligible for services per ordinance but may be provided recycling carts (with owner approval) for each business if they pay for them. However, Metro reserves the right to charge fees later in accordance with § 51.403.

If a building contains multiple businesses which are owned individually per PVA, then they will be considered individual entities and will be provided two 95-gallon carts for garbage and/or recycling at no charge. A business owner may purchase additional containers from the Department for a maximum of four (4) containers if at least one (1) is for recycling. Metro reserves the right to charge fees later in accordance with § 51.403.

Combination Residential/Commercial Building with Eight (8) or Fewer Units



These properties present collection challenges and will require a site visit by the Department to determine collection procedures. All decisions of the Department are final. In any case where Metro agrees to provide services, Metro will require Metro-issued 95-gallon containers be utilized and the containers must be able to be placed at the curb where it is accessible to the collection crews.

Excess Carts

Businesses already having more containers than allowed under ordinance will be permitted to continue to receive services at the discretion of the Department. No additional containers will be provided. Metro reserves the right to charge fees later in accordance with § 51.403.

Technical Assistance

Any business, organization, or community group within Louisville Metro whether receiving Metro waste collection services or not may receive technical assistance from the Solid Waste Education Department. Technical assistance includes site visits to help right-size waste services, reduce waste, recycle more, reduce contamination, reduce bulky waste and illegal dumping, and ultimately reduce cost and/or increase services.

3. Collection in the Central Business District (CBD)

The Department of Public Works is required to follow Ordinance § 51.404 *COLLECTION IN CENTRAL BUSINESS DISTRICT*.

(A) (1) Notwithstanding any other provision in this chapter, any commercial business situated in the Central Business District as defined in this chapter, may have its regular solid waste collected by the Department and Services, provided, the business acquires special 95-gallon containers that fit Metro Government-owned trucks designed especially for such bulk waste pick-up. The Metro Government shall make such containers available for use by businesses in the Central Business District, in quantities that represent the business' actual needs, as determined by records of the Department.

(2) Any commercial business situated in the Central Business District that chooses not to acquire the special containers that fit the Metro Government equipment shall contract with private waste haulers of solid waste or otherwise assure the proper and legal removal and disposal of solid waste from its premises.

Eligible Businesses

All businesses within the CBD are eligible for services if they use Metro-issued carts.

Metro will provide two (2) orange 95-gallon carts for all businesses and one (1) 65-gallon black cart for food-generating businesses. Additional carts must be purchased. Although there is no set limit on the number of carts businesses can have within the CBD, Metro will only issue enough carts to meet their



needs as determined by Metro. Carts may only be used for external set-out needs. Businesses must utilize a set-out location acceptable to Metro.

Metro operates a Wet/Dry collection system in the Central Business District. [Central Business District Waste Guidelines](#)

Businesses generating large amounts of cardboard may request a rolling cardboard bin if available by our recycling vendor. Granting of this request will be the sole discretion of Metro.

Businesses should notify Metro if they are vacating the building and another business will not be moving in or if they no longer need the Metro-issued carts. To prevent theft, Metro staff will retrieve the carts.

Businesses must purchase replacement carts unless one of the following applies:

- Collection or cart maintenance staff reports the cart is damaged beyond repair or the container dropped into the collection truck hopper during the collection process and cannot be retrieved.
- The container is damaged, unrepairable, or removed due to criminal investigation. (Businesses will not be provided a replacement cart at no cost due to their own negligence, graffiti, or cleanliness concerns.)
- A business moves in and two (2) orange 95-gallon carts are not present.
- A food-generating business moves in and one (1) black 65-gallon cart is not present.
- Metro may consider replacement of a container for free on written appeal. Any appeal should include why the business feels they should receive the cart for free, what happened to the cart they had, and what steps they will take to protect their cart in the future. If the appeal is granted the business must complete the Cart Care and Responsibility form.

All businesses receiving a new or replacement cart must sign the Cart Care and Responsibility form agreeing to take care of their cart(s) and acknowledging they will need to pay for replacements if lost/stolen.

4. Cart Theft

If a resident believes their cart has been stolen, they may file a report with LMPD. If the cart cannot be recovered, the resident will need to purchase a replacement cart.

5. Removal of Services

Metro may remove services for repeated violations of Metro Ordinance 51. Before removing the services, Metro will follow a progressive “education first, enforcement second” process.



First Occurrence: When a business or residence violates waste collection ordinance, Metro will provide educational guidelines explaining proper procedures to all housing or business units of the property that may be involved in the issue. If the issue is minor and does not cause a safety or environmental concern, materials will be collected normally. The containers will not be removed.

Second Occurrence: If the violation occurs a second time, the collection supervisor will take photographs of the violation of ordinance and will notify dispatch who will initiate an inspection by the Solid Waste Enforcement team. The materials will not be collected so the inspector has time to respond and issue a notice of violation to the property owner. The owner will be expected to correct the violation for services to continue.

Third Occurrence: If the violation occurs a third time, a citation will be issued, and the property owner will be notified that services will be terminated. The waste containers will be removed, and the property owner will be required to receive services from a private waste hauler.

Note: A citation may be issued and containers removed immediately if the violation involves major health or safety hazards.

6. Louisville Metro Government Buildings

Any LMG agency requesting recycling services can be assisted by SWMS staff to obtain those services either by DPW or a private waste hauler. Any services provided by DPW will need approval by DPW leadership and an agency representative will be required to complete and sign the Cart Care and Responsibility form.

Effective: The effective date will be determined after all technology requirements are in place.

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9/8/2022

Date

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