



GRANGER

Frequently Asked Questions

about Automated Trash and Recycling Service

What is an automated side load (ASL) truck?

An ASL truck is a type of truck used to pick up trash and recycling. The opening for materials is on the side of the truck. The truck only has one driver and the driver uses a joystick inside the truck to control a mechanical arm that empties carts.

Why are you changing my route to an ASL truck?

The most important reasons are safety and injury prevention. Using the automated truck helps prevent injuries and helps keep our drivers safer since they spend less time in the road. Another bonus is more efficient service.

Are you laying anyone off as a result of these new trucks?

Some customers have worried that these changes mean we're downsizing our workforce. Rest assured! Granger is growing and we're hiring new drivers all the time. To check out our openings, visit www.grangernet.com/careers.

Do I have to use the cart?

Please use the cart. It will help us collect your trash in a safer, more efficient way.

Will I still be able to put out extra bags with the new truck?

Yes. The driver will occasionally get out of the truck in order to collect extra bags and other items. However, please keep in mind that it's more difficult to lift them into the ASL truck and there is only one driver to do it. Please package any loose material appropriately and make sure it is of a size and weight that can safely be lifted by one person.

Will I still be able to dispose of bulk items like furniture and appliances?

Yes, but these items may need to be picked up with a different truck on a different day. Put them out as usual and your driver will alert us if they need to be picked up by a different truck.

Does it matter how I place my cart at the street? What will happen if I don't do it correctly?

It really does matter. Please see the reverse side of this sheet for instructions on how to place your cart. If you don't place your cart correctly, we will still pick up your trash. However, it will make it a lot more difficult. For example, if your cart is facing the wrong way, it will be more difficult for the mechanical arm to set your cart down upright and for the lid to close automatically.

Want more information about the ASL truck? (You can even see some video of how the truck works!)
Check out our blog posts:

Trash Talk: Here's the Scoop on the Automated Side Load (ASL) Truck

(www.grangernet.com/trash-talk-heres-low-automated-side-load-asl-truck)

How You Should Place Your Cart and Why It Matters (www.grangernet.com/place-cart-matters)