



**SUBJECT: *Roll Cart Assistance Program***

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The Public Services Department (PSD) will aid residents who are physically unable to place their roll cart curbside on collection day. If the resident has a 90-gallon cart, s/he will first be offered a 65-gallon cart. Waste Management will deliver this new cart at no expense. If the resident is still unable to manage with the smaller cart, s/he will be considered for the Roll Cart Assistance Program (RCAP). To be eligible for this service, a resident must submit their request in writing to the PSD and provide adequate documentation supporting why s/he requires assistance.

Administrative Staff will enter all requests into Cityworks under the Roll Cart Assistance service request template. These requests will then be dispatched to the Waste Management Division Chief. The Division Chief will review the request and notify the resident if s/he is eligible for RCAP. The Division Chief and resident will further discuss restrictions, time frame of help needed, and a plan on when and where the roll cart will be collected from in the future. The Division Chief will coordinate with the appropriate crew and instruct them of the assistance needed and any additional information.

Residents will be required to renew this service annually. Also, it will be requested that residents inform PSD of any change of address. For all service requests or any additional information please contact PSD at (843) 849-2022.

A handwritten signature in black ink, appearing to read "Andrew Weis".

**Andrew Weis**

*Public Services Director*

Town of Mount Pleasant