



**Village of Whitefish Bay Trash and Recycling Program: [wfbvillage.org/trashrecycle](http://wfbvillage.org/trashrecycle)  
FAQ: Resident Frequently Asked Questions and Answers 2/5/18  
Questions? Call 414-962-6690 Ext. 495, or Email [j.heyden@wfbvillage.org](mailto:j.heyden@wfbvillage.org)**

1. I missed the deadline to send in my response card. I have a request for something other than the 95-gallon standard cart. What should I do?  
A: You can call, email or stop by the temporary location of Village Hall any day from 8:00am to 4:30 to pay for an additional cart, switch to a smaller cart, or request an exemption form for up-the-drive service.
2. I live in a duplex. Will we each get a cart?  
A: Yes. Each residence in a duplex will get a cart. In other words, each duplex will receive two carts.
3. If I have no changes to make to the cart I'll be getting, do I need to mail in the card?  
A: No. If you did not mail in the card, you are on the list to receive a 95-gallon standard cart in May.
4. Occasionally we have recycling or trash items that do not fit in the trash or recycling cart. If we cannot leave these items next to the cart, what is the best option to throw these items away?  
A: The Village will not pick up bags or other waste near the carts. Special pickup of non-waste items like a chair will still exist, and the resident should call the Village to request. Special pickups are free up to 4'x4'x7'. Recycling special pickups will incur a fee. For more details, the Village Board is considering the following: <http://www.wfbvillage.org/AgendaCenter/ViewFile/Agenda/01082018-506>. Another option for items too large for the trash or recycling carts is to take them to the Shorewood transfer station at 3801 N. Morris Blvd, open one or two Saturdays a month depending on the season. Recycling is free, other items incur a fee: <http://www.villageofshorewood.org/545/Special-Collections-Residential-Dumping>
5. What are the dimensions of the two sizes of trash carts?

Trash Cart Dimensions	95-Gallon	65-Gallon
Width	23"	22"
Depth	31.5"	26.5"
Height	46"	44"
6. What are the options for throwing away our old trash carts? How does the Village know whether to take and dispose of my existing trash cans, or leave them for alternative use?  
A: The Village is planning to remove old carts after new carts have been distributed.
7. So I get a free trash cart, but I need an additional trash cart. What do I do? And will I be able to purchase additional carts in the future?  
A: You may purchase additional trash carts at Village Hall. All additional carts are \$75, including gray trash standard 95-gallon, gray trash 65-gallon, and blue recycling standard 95-gallon carts. If you mail a payment, please indicate what size and quantity of cart(s) you would like to purchase.
8. What does it mean to get an Exemption from curbside trash and recycling?  
A: If your Exemption Application is approved, you will place your containerized trash and recycling as visibly as possible on pickup day and the collectors will retrieve your trash and recycling and bring the carts back up. This is a new service the Village is offering and applications must be returned by March 2, 2018. Please call or email to request an application and include the number of applications needed, one for each adult member of the household.

9. What do you mean “everything has to go in the cart”?

A: The Village is implementing an automated, containerized collection system which minimizes the time collector is out of the vehicle, and operates an electronic arm to retrieve the cart and release the contents into the vehicle. It is intended to minimize injury and reduce the amount of deadlifting the collectors need to do. No extra waste such as extra bags or cardboard will be picked up. All items that could fit in the cart, such as bags of trash, must be put in the cart. For items larger than cart size, such as furniture, special pickup is available. No special pickup is available for domestic waste. Fee-based special pickup is available for extra recycling.

10. If my recycling is picked up at my garage currently, and I am applying for exemption to have to take my trash to the curb, will that cover my recycling services as well?

A: Yes, the Exemption will cover both recycling and trash pickup

11. Is there a fee to switch to the smaller cart?

A: No. There is no fee to request the smaller 65-gallon cart, but the absolute deadline for letting us know is February 15, 2018. If at some point you discover you would prefer the standard size, the cost is \$75.

12. If I choose a smaller cart and occasionally need to put more trash out, can I use my own cart for the overage?

A: No. Only Village-maintained trash carts will be picked up. This is true for trash and recycling carts.

13. Will trash continue to be picked up on a weekly basis?

A: Yes. When the Program starts in May, trash will continue to be picked up weekly, and recycling will increase to every other week. So instead of 12 recycling pickups, there will be 26 recycling pickups a year. We are working to keep your garbage pickup day the same though the usual time of day may change.

14. Today, we don't have to wheel our recycling cart to the curb, although most months we do because we have overflow. Will we have to start bringing the recycling cart down, too?

A: Yes, all carts must come to the curb or at the alley in order for the collector to pick them up.

15. Are there changes to yard waste, chipper service, and Christmas tree pickup?

A: No. Those services will remain the same. You may want to hang on to an old trash cart for yard waste.

16. What are the next deadlines coming up for decisions about the Program?

A: Cart Switch to 65-gallon: deadline February 15, 2018

B: Additional Cart Purchase Payment: deadline February 15, 2018 to guaranty size/selection. Additional carts will be available for purchase on an ongoing basis, but depending on number ordered there may be delays.

C: Exemption Applications: Request applications by calling or emailing below. Deadline for completed applications – desired by March 2 in order to plan separate route pickup for special services.

D: Questions: No deadline.

17. I really like my route collectors. Will I still be able to say hello?

A: Yes. They will be the same people and look forward to saying hello to you, likely from the truck.

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