



Village of Whitefish Bay Trash and Recycling Program
FAQ: Resident Frequently Asked Questions and Answers 1/11/18
Questions? Call 414-962-6690 Ext. 495, or Email j.heyden@wfbvillage.org

1. 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? Will the Village still pick them up?

A: The Village will not pick up bags or other waste near the carts. However, for items that would not fit in the cart, such as occasional, large items like a chair, bed frame, carpeting, etc., free special pickups will still be allowed. Recycling special pickups will incur a fee. For more details, the Village Board is considering the following ordinance changes which describe the size of a special pickup load:

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>

2. 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 exploring options for old cart removal, and will provide an opportunity for residents to choose to have old carts disposed or save them for personal use.

3. 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 cart you would like to purchase.

4. What does it mean to get an Exemption from curbside trash and recycling? Do I leave my trash in my garage, or put it at the driveway?

A: If your completed Exemption Application is approved, you will place your containerized trash and recycling as visible as possible on pickup day and the collectors will need to come separately from automated pickup retrieve your trash and recycling. This is a new service the Village is offering and applications must be returned by March 2, 2018. Check box three, call or email to request an application.

5. What do you mean "everything has to go in the cart"?

A: The Village is implementing an automated collection system which minimizes the time collector is out of the vehicle, and operates an electronic arm to retrieve the cart and dump it in 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, dimensions will be posted for what has always constituted a free special pickup, such as carpet, a chair, items from the basement, etc.

6. 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. If you qualify for the exemption, you will receive a standard 95-gallon cart, unless otherwise specified by you on the card.

7. Is there a fee for the smaller cart?

A: There is no fee for the first cart, no matter what size, but you must let us know by January 31 if you prefer the smaller 65-gallon cart. If you get the 65-gallon cart and discover your trash doesn't fit in it, you must pay the additional cart fee of \$75 to switch back to the standard 95-gallon cart, and the Village will pick up the 65-gallon cart.

8. 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. Carts other than Village-provided or those purchased from the Village will be picked up. The Village will maintain the trash carts the way they do the recycling carts – in the case of damage or loose wheel, etc., the Village will repair the carts. The reason for the special, Village-provided carts is to function with the automated trucks intended for efficient waste removal. Personal carts will not be allowed.

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

A: Yes. In May, trash will continue to be picked up weekly, and recycling will increase – it will be picked up every other week. So instead of 12 recycling pickups, there will be 26 recycling pickups a year.

10. What are the dimensions of the two sizes of trash carts?

Trash Cart Dimensions	95-Gallon	65-Gallon
Width	29"	27"
Depth	34"	28"
Height	45"	41"

11. If we would like two 65 gallon units, would that be a possibility? Could we just note that on the response card?

A: Yes. If you want a total of two 65-gallon carts, simply call Jenny, or email, or on the card check the first box for an additional cart, and check the second box for the smaller cart switch. Payment for the additional cart may be made at the customer service window which is currently located at 155 W. Fairmount Ave., M-F, 8am-4:30pm, or you may mail a check for the additional cart (specify size include your property address for the cart) to 5300 N. Marlborough Dr., Whitefish Bay, WI 53217.

12. 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. Unless you have an exemption, carts need to be located at the curb or, if in an alley, at the property edge. All refuse and recycling needs to be inside the cart. If you feel you will need an additional recycling cart even with every other week pickup, you may purchase a second recycling cart for \$75.