Village of Whitefish Bay
Trash and Recycling Collection Program FAQs 1/7/18
Trash/Recycling Hotline Call 414-962-6690 Ext. 495 or Email j.heyden@wfbvillage.org

Frequently Asked Trash and Recycling Program Questions to be implemented MAY 2018

- The Village of Whitefish Bay information page is here for all up-to-date information: www.wfbvillage.org/trashrecycle
- The 95-Gallon Trash Cart will be the standard size and residential customers will receive this cart free in **May 2018**.
- Garbage collection will continue on a weekly basis. In May, Recycling Pickup will occur every other week.
- For all Trash and Recycling – all items for pickup must be in the cart. **"If it doesn't go in, it doesn't go."**
- Special pickup dimensions for non-cart refuse such as carpet, furniture, etc., are under review and information will be updated after this meeting on 1/8/18: http://www.wfbvillage.org/AgendaCenter/ViewFile/Agenda/_01082018-506
- You may not use your own garbage carts when the trucks change in May. ONLY Village-provided carts will be usable with the new trucks.
- All carts must be placed at the curb or in the alley outside your garage, with a 3 foot space between them.
- Recycling carts will not change. The blue, standard is 95-gallon recycling cart will not change. Small blue bins or trash bags will not be picked up.
- Before buying a second recycling cart, remember that collection will double, with collection every other week. Additional Recycling Carts may be purchased at any time for $75.
- A schedule for collection will be delivered with your cart. Trash will be picked up weekly, recycling every other week.
- A Letter and Response card **were mailed to all residential customers on Tues., Jan. 2, 2018,** to explain the program changes coming in May 2018. There is no need to take any further action if no special circumstances exist in your household.
- The included response card will allow you to select the smaller cart, purchase an additional standard cart, and/or apply for an exemption application. Response Cards are due by Wed., Jan. 31, 2018. Additional cards are at the Village Hall Fairmount location. You may call the Village at 414-962-6690 Ext 495 or email j.heyden@wfbvillage.org to make your selection. Residents may use the 24-hour drop box for response cards as well.
- New Guidelines: Beginning in May 2018, all carts – both trash and recycling – will need to be brought to the curb or alley edge. No bags or extra trash or recycling will be allowed to be placed next to the carts for pickup.
- Carts Dimensions: Standard size is 95-gallon, to match the recycling cart. A 65-gallon option is available. Both the 95-and 65-gallon trash carts are on display at the WFB Public Library lobby.
- Dimensions:

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

- Recycling carts are 95-Gallon dimensions and will not change, though service will double to every other week pickup.
- New Trash Carts will be gray with gray lid.
- Applications for Exemptions to cart-to-curb or alley edge placement of carts for medical reasons will be provided upon request. Each adult in a household must submit an application if the household is to be exempted.
- Residents will be allowed to purchase extra, 95-gallon trash carts for $75. Extra 65-gallon carts may also be purchased for $75.
- Anyone originally opting for the smaller 65-gallon trash cart may decide a standard 95-gallon cart is necessary and may purchase a standard 95-gallon cart at a later date for $75.
- Carts do not need to be brought out every week if not full.
- Carts remain property of the Village in order to maintain and replace broken or damaged carts. A small area on the cart may be personalized with an address but the area specifics are yet to be determined.
- Alley Edge refers to those residential customers who live on an alley and are used to putting carts out near garages, instead of at curbside in front of the residence.
- Carts will need to be placed near the street so the arm from the collection vehicle can reach them. If it is necessary – you may place a cart on the sidewalk or in the driveway apron as close to the street as possible. If there is a car parked in front of your cart, the collector will need to come out of the truck and place the cart within reach of the arm.
- Extra trash that won't fit in cart may be brought the first Saturday of the month to the Shorewood transfer station at 3801 N. Morris Blvd., Shorewood – more information on fees and restrictions is here: http://www.villageofshorewood.org/545/Special-Collections-Residential-Dumping

Still Have Questions? Call the hotline at 414-962-6690 Ext. 495. This information accurate as of 1/8/18 and is subject to change. **www.wfbvillage.org/trashrecycle**
Stay on Top of Trash and Recycling in the Village: Residents are encouraged to sign up for the Weekly Village Newsletter, which provides continuing coverage of the Trash and Recycling Collection Program details and meeting times as they become available. http://Bit.ly/1U49dmE