



## Village of Whitefish Bay Trash and Recycling Program FAQ: Resident Frequently Asked Questions and Answers

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: Yes, the Village will still pick up occasional, large items which do not fit in the cart. The Public Works Committee will be discussing special pickup ordinance changes at its January 8 meeting, at 6pm at the WFB Village Library Program Room. You are welcome to attend. The results will be posted online at [www.wfbvillage.com/trashrecycle](http://www.wfbvillage.com/trashrecycle). The full packet of proposed options is here: [http://www.wfbvillage.org/AgendaCenter/ViewFile/Agenda\\_01082018-506](http://www.wfbvillage.org/AgendaCenter/ViewFile/Agenda_01082018-506). The transfer station in Shorewood is also an option for large item disposal; details for dates and fees are located here: <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.

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

A: If your completed Exemption Application is approved, you will place your containerized trash and recycling as visible as possible on pickup day.

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

A: The Village is going to an automated collection system which minimizes the time collectors are out of the vehicle. No extra waste such as extra bags or cardboard will be picked up. All items that fit in the cart must be put in the cart.

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.

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 want something other than the standard 95-gallon trash 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: 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. Recycling will be picked up every other week beginning with this program in May 2018.

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 units, simply check the first box for an additional cart, and check the second box for the smaller cart also. 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: The automated program does include residents wheeling the carts to the curb, and putting all refuse and recycling inside the respective carts. If you feel you will need an additional recycling cart because you have excess which will no longer be picked up, you may purchase a second recycling cart at any time in person at the customer service window, currently located at 155 W. Fairmount Ave at Lydell, M-F, 8am-4:30pm.

13. I want to just use my old cart instead of the new one. Is there a way to get a second recycling cart instead of a new trash cart?

A: The Village is providing new trash carts that work with the new automated trucks. Additional recycling carts are available for purchase for \$75.