



**Village of Whitefish Bay Trash and Recycling Program: [wfbvillage.org/trashrecycle](http://wfbvillage.org/trashrecycle)  
 FAQ: Resident Frequently Asked Questions and Answers 3/5/18  
 Questions? Call 414-962-6690 Ext. 495, or Email [j.heyden@wfbvillage.org](mailto:j.heyden@wfbvillage.org)**

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

A: Cart Switch to 65-gallon: deadline Friday, **March 9, 2018**

B: Additional Cart Purchase Payment: Deadline **March 9, 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 the Village as soon as possible.

2. I missed the deadline to send in my response card for trash cart selection. I have a request – can I still get it processed?

A: Yes. 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. The deadline to pre-pay for carts or switch to a smaller cart is Friday, March 9.

3. What happens if I missed the deadline to switch to a smaller cart or purchase additional carts?

A: After Friday, March 9, switching to a 65-gallon cart will not be possible until after program implementation and you will receive a 95-gallon cart in May. If you wish to purchase an additional cart, you will need to wait until program implementation in May. You may purchase one at that time, but there will be a slight delay in receiving the second cart as the Village will need to place another order. 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, make check out to Village of Whitefish Bay, and please indicate what size and quantity of cart(s) you would like to purchase. You may purchase additional trash carts at Village Hall.

4. 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.

5. 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 or contact us, you will receive a 95-gallon standard cart in May.

6. 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 up to 4'x 4'x7' like a chair are free and will be picked up on Thursdays. Larger size pickups, and any recycling special pickup, will incur a fee of \$45. For recycling, cardboard should be broken down and put in the recycling cart with other recycling. For more details on special pickups, 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. Click here for exact dates and details: <http://www.villageofshorewood.org/545/Special-Collections-Residential-Dumping>

7. 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"

8. Is the Village going to pick up my old carts? How does the Village know whether to take and dispose of my existing trash cans, or leave them for alternative use?

A: Yes, the Village is planning to remove old carts placed on the parkway on a designated day, to be determined, after new carts have been distributed. All residents will receive a mailing indicating the date(s).

9. 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**. Please call or email to request an application and include the number of applications needed, one for each adult member of the household.

10. 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 the collector is out of the vehicle. The collector will be operating from within the truck, operating an electronic arm to retrieve the cart and dump the contents into the vehicle. This system is intended to minimize injury, increase efficiency, 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 or recycling.

11. If my recycling is picked up at my garage currently (not an alley), and I am applying for exemption from having 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.

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

A: There is no fee to request the smaller 65-gallon cart if you let us know before cart delivery in May. We would appreciate knowing your selection before Friday, March 9, 2018, when we place the order for each size of carts for the Village. If at some point after delivery you discover you would prefer the standard size, the cost is \$75, or if you want a smaller cart, the fee is also \$75 for a smaller cart.

13. 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.

14. 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 pickup time of day may change.

15. 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.

16. Are there changes to yard waste, chipper service, or 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.

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