



Frequently Asked Questions New Curbside Recycling Program Effective July 1, 2019

GENERAL

Why is my curbside recycling service changing?

The current regional curbside recycling contract will end June 30, 2019. A new contract, with a new contractor, will take effect on July 1, 2019. The new contractor providing the collection and processing services to the region is TFC Recycling. Residents of James City County, Poquoson, Williamsburg, and York County are included in this regional curbside recycling program.

What changes can I expect?

1. **Most residents will be provided with new recycling carts – gray body with a tan lid** - to use with this program. These carts are the property of TFC. York County residents with York County-owned carts (green body w/tan lid) will keep those carts to use with this new program.

***NOTE:** Only the TFC recycling carts will be serviced (York County residents – only York County-owned carts or TFC carts will be serviced.) The previous contractor (County Waste) will be removing the old recycling carts (green lids). If the old carts have not been removed by July 25, the residents can contact:

JCC 757-253-6700

Poquoson 757-868-3598

Williamsburg 757-220-6140

York County 757-890-3780

Beginning July 1, 2019 – only the carts with a tan lid will be serviced for recycling!

2. **All materials must be placed inside the recycling cart for collection.** This is an automated collection system, which means the collection trucks will use a mechanical arm to lift the cart and empty the recyclable materials into the top of the truck. Materials outside of the cart will not be collected. If necessary, cardboard boxes can be flattened and placed on top of the cart, or just under the lid. Collection of large amounts of cardboard must be scheduled in advance for a special collection, using a different type of collection truck.

3. **Acceptable plastics have changed - Only #1 and #2 plastic bottles and jugs are accepted for recycling.** Markets have drastically changed recently. These plastics are the only plastics accepted and marketed by TFC.

***NOTE:** Residents are encouraged to implement WASTE MINIMIZATION practices in their homes. Reduce, reuse, and then recycle. Recycling nationwide has been affected by international markets. It's vitally important to recycle only acceptable materials through this program. Unacceptable materials create contamination and increase the costs of the program, possibly to the point of program elimination. "Basically, if you're adding items that shouldn't be recycled to your cart, you could be sabotaging the whole process" – **Randy Hartmann (Senior Director of Affiliate Operations – KAB)**

CART INFORMATION

When and how will I get my recycling cart?

Delivery of TFC's new recycling carts to residents will take place beginning June 15 and will continue through June 30. The new carts should not be placed at the curb for service until the resident's first service day on or after July 1, 2019. Residents who have not received a new TFC recycling cart by July 1 should contact their city/county office (see #'s listed on page 1).

How big is the cart? What are the dimensions?

NOTE: TFC will be providing recycling carts in the same sizes offered by the previous contractor (35 gallons, 65 gallons, and 95 gallons)

1. The 65 gallon carts are approximately 40.5 inches tall, 26.5 inches wide, and 28 inches deep.
2. The 95 gallon cart is approximately 45 inches tall, 28.5 inches wide, and 33.5 inches deep, which is the same size as most carts used for trash collection in the region.

What if my old recycling cart (gray body, green lid) is not removed by County Waste?

Beginning July 1, 2019, only carts with a tan lid will be serviced for the curbside collection of recyclable materials. TFC will not empty any other types of containers. County Waste will be removing their recycling carts (green lid) after the last day of June service. Residents are asked to keep the carts with the green lids out for County Waste to remove. Residents should contact their city/county office (numbers listed on page 1 of this document) if their old cart (green lid) has not been removed by July 25.

What can I do if I find that the cart is too large or too small?

Most residents will receive a new TFC cart during the month of June. These residents will be provided with the same size cart that they currently have. After August 1, if residents find that the cart provided is either too large or too small, they can call their community recycling contact and request a different size cart. The wait time to get a cart swap will depend on the number of requests that are received.

What can I do if I can't move the cart out to the street?

If anyone is physically unable to move the cart to the street, they should call the community recycling contact. For residents approved for front porch collection, the recycling cart will be collected if it is visible from the traveled roadway.

COLLECTION SCHEDULE

Is my collection day for recycling going to change?

Most residents will not have a change in their collection day. Collection days will change for some residents (City of Williamsburg). The contractor is currently preparing route sheets with the intent of not changing collection days.

How will I know which week my cart will be collected?

An information package will be included when the new carts are delivered. The information will include a collection calendar. In addition, residents may utilize their city or county website to access collection schedule information.

Where should I put my cart for collection?

*Recycling carts should be placed at the curb or roadside no later than 7 AM on the day of collection. Please make sure that the lid opening is facing the street, and allow for a minimum clearance of three (3) feet around your recycling cart so that the truck will not have a problem servicing the cart. **Please make sure the new cart is not put out for collection until the first service day on or after July 1, 2019.***

ACCEPTABLE MATERIALS

What materials will be accepted?

PAPER, BOTTLES, and CANS

Materials to be accepted will include the following:

- Newsprint
- Mixed paper – including paper bags, junk mail, magazines, catalogs, newspaper inserts, and cereal boxes
- Corrugated cardboard
- Clear, brown and green glass
- Metal cans
- Aluminum cans and foil products
- #1 and #2 plastic bottles and jugs

Material Preparation Tips:

- Plastic Bottles and Jugs
 - Empty liquids and rinse out food residue
 - Remove and throw away lids
 - Do not crush bottles
- Glass Bottles and Jars
 - Empty liquids and rinse out food residue
 - Metal lids can be recycled; plastic lids must be thrown away
- Metal Cans
 - Empty liquids and rinse out food residue
 - Metal lids can be recycled
 - Do not crush cans
- Paper
 - Should be clean (e.g. no food residue)
 - Boxes should be flattened
 - No shredded paper

How much can I put out - does it all have to be in the cart?

Yes! **All materials must be placed inside the recycling cart for collection.**

If residents find that they frequently have more recyclables than will fit in the cart, they may call VPPSA or their community recycling contact after August 1 and request a larger cart.

For residents with large amounts of corrugated cardboard (moving boxes), they can call VPPSA or their community recycling contact to schedule a special bulk cardboard collection. These collections must be scheduled in advance, the regular collection route trucks are unable to pick up bulk cardboard.

Can I bag my recyclables in plastic bags before placing them in the cart?

NO!! Do not bag recyclables and do not place plastic bags into the recycling cart. Plastic bags are damaging to the equipment used to process recyclable materials. Since the materials go to a single stream processing facility for sorting, there is never a need to bag your recyclables. Please return your plastic bags to Farm Fresh, Food Lion, Target, Wal-Mart, or any participating plastic bag take-back locations for recycling.

Plastic bags can be delivered to any of the James City County convenience centers for recycling. Plastic bags can also be delivered to York County's Waste Management Center at 145 Goodwin Neck Road or to any of the 2019 Riverwalk Market Days farmer's market events.

UNACCEPTABLE MATERIALS

The following items are often mistakenly placed in the carts – DO NOT RECYCLE these items through the curbside recycling program:

- NO: Plastic bags or Plastic Film
- NO: Yard Waste/Yard Debris
- NO: Tanglers or Wrapables – e.g. Christmas lights, garden hoses, wire, chain, rope
- NO: Shredded Paper
- NO: Pizza Boxes
- NO: Styrofoam
- NO: Aerosol Cans
- NO: Pesticide or Automotive Product Containers
- NO: Diapers and Other Personal Care Products
- NO: Light Bulbs
- NO: Plate Glass (windows, mirrors)
- NO: Ceramic Dishes or Ovenware

The easy explanation for what IS recyclable = PAPER, BOTTLES, and CANS 😊

RECYCLING PERKS

Recycling Perks is a reward program offered by TFC with our new contract. Residents can register on-line at: www.recyclingperks.com. The program offers discount coupons from local businesses to residents who participate in the recycling program. Residents earn points every time they put their cart out for collection service. Residents can sign up beginning July 1, 2019.

WHO TO CONTACT?

What if my new recycling cart is stolen?

Please contact your community:

James City County - 253-6700

City of Poquoson - 868-3598

City of Williamsburg- 220-6140

York County - 890-3780

VPPSA - 259-9850

What if I have other questions?

Please contact your community:

James City County - 253-6700

City of Poquoson - 868-3598

City of Williamsburg- 220-6140

York County - 890-3780

VPPSA - 259-9850

Do you have a website?

www.vppsa.org

www.jamescitycountyva.gov

www.poquoson-va.gov

www.williamsburgva.gov

www.yorkcounty.gov