



## SOLID WASTE DISPOSAL DISTRICT INDIAN RIVER COUNTY ON OUR WAY TO REACH 75% RECYCLING BY THE YEAR 2020!



The Solid Waste Disposal District (SWDD) of Indian River County is excited about the upcoming changes to our Recycling and Solid Waste programs. These changes are part of our strategic planning efforts to increase recycling participation and to reduce waste disposal to achieve the State of Florida goal of 75% recycling by the year 2020.

Starting October 1, 2015, SWDD through our franchise hauler, Waste Management, will provide a 64-gallon single stream recycling cart with wheels and a lid that provides increased capacity and a smaller footprint than the current two blue bins. This will help increase participation and increase tonnages. The new single stream recycling service will be provided to all residents of Indian River County with the exception of the Town of Indian River Shores (*they are switching to single stream but keeping the blue bins for now*).

Starting October 1, 2015, SWDD, through Waste Management, will provide a 96-gallon cart for once-a-week solid waste collection to subscription customers in Unincorporated Indian River County and to the City of Fellsmere. This will improve efficiency, reduce worker injuries, create less litter and eliminate the "sticker" program.

The following list of frequently asked questions and answers have been prepared to help guide our residents through these upcoming changes. The list will be updated periodically; however, if you have any additional questions, **please feel free to call us at (772) 770-5112 during normal business hours of 8 am to 5 pm, Monday through Friday.**





## SOLID WASTE DISPOSAL DISTRICT

# FREQUENTLY ASKED QUESTIONS



## RECYCLING

Current System: Dual-Stream / Two Franchise Areas  
(Provided by Waste Management and Republic Services)



Ends  
9/30/2015

New System: Single-Stream / One Franchise Area  
(Provided by Waste Management Only)



Starts  
10/1/2015

1. What do we do with our blue recycling bins?

Residents have the option to repurpose or recycle your old recycle bin. Recycling options include delivering the unwanted recycle bin to a Customer Convenience Center or placing the empty bin curbside, next to your cart, on your recycle collection day the week October 5th. Please do not put the recycling bins in the garbage or in your recycling cart.

2. What is Single Stream Recycling?

Single-stream recycling is a system in which all recyclables, including newspaper, cardboard, plastic, aluminum, junk mail, etc., are placed in a single cart for recycling. These recyclables are collected by a recycling truck and taken to a Materials Recovery Facility (MRF) to be sorted into various commodity streams for sale to markets, where it is processed into feedstock which can be used in the manufacturing of new products. Recycling made easy...no sorting needed!



# SOLID WASTE DISPOSAL DISTRICT



## FREQUENTLY ASKED QUESTIONS

- 3. Will there be different recycling cart sizes available to homeowners who feel that the standard container (64-gallon) is too small or too large?



Cart Specifications			
MODEL	HEIGHT	WIDTH	DEPTH
96-Gallon	45 3/8"	27 1/2"	33 1/4"
64-Gallon	42 3/8"	25 1/8"	29 1/2"
35-Gallon	36 3/4"	18 3/4"	23 3/8"

All residential customers will receive a 64-gallon cart prior to October 1, 2015. Please DO NOT use the cart before October 1<sup>st</sup> as it cannot be serviced. Customers are encouraged to try out the cart for the first three months which include the holiday season. After January 1, 2016, customers will have an opportunity, if needed, to request a 96-gallon or 35-gallon cart depending on their needs. This one-time exchange will be free; however, any future exchanges will cost \$30 per cart per exchange.



## SOLID WASTE DISPOSAL DISTRICT

### FREQUENTLY ASKED QUESTIONS



4. May I get more than one recycling cart?

Yes, additional residential recycling carts are available at no additional cost. Any exchange of the additional roll carts will cost \$30 per cart per exchange. There will be no additional collection cost for this extra recycling cart.

5. What can I put in my recycling cart?

Here is a list of items to put in your cart:

- a. **PLASTICS:** All plastic containers except for plastic bags or plastic film. Bulky rigid plastics, for example, buckets, flower pots (no soil), and laundry baskets. Please empty, lightly rinse and discard caps.
- b. **PAPER:** All paper not contaminated by food, including newspaper, magazines, catalogs, telephone books, junk mail, office paper, cardboard, paper bags, paperboard food boxes including clean pizza boxes, chipboard, file folders, envelopes with and without windows, paperback books, mixed paper, paper towel and toilet tissue rolls etc.
- c. **ASEPTIC FOOD AND BEVERAGE CARTONS:** All juice boxes, milk and juice containers, and soup and broth containers. Please no juice pouches or straws. Please empty, lightly rinse and discard caps.
- d. **FOOD AND BEVERAGE CONTAINERS:** All aluminum and steel cans, empty aerosol cans, clean foil, aluminum pie plates and trays. Please empty and lightly rinse. Aluminum tabs and steel caps are acceptable.
- e. **GLASS:** All glass bottles and jars. Please empty, lightly rinse and include metal caps separately in the cart.
- f. **SCRAP METAL:** All scrap metal items that can fit in the cart are acceptable.

6. What can I NOT put in my cart?

The following items should not be placed in your cart: Electronics, Hoses, Pyrex Cookware, Styrofoam, Six Pack Rings, Plastic Bags, Clothing, Rubber Items, Ceramics, Shrink Wrap, Plastic Bottle Caps, Candles with Wax and Window Glass. More items may apply and this list may be expanded in the future. So, if you have any questions, please call (772) 770-5112.



## SOLID WASTE DISPOSAL DISTRICT

### FREQUENTLY ASKED QUESTIONS



7. How much will carted Single Stream recycling cost?

Residential recycling services are included and paid through your annual Solid Waste Assessment. Therefore, with or without garbage service, recycling is picked up curbside at no additional cost to you. The current annual solid waste assessment is \$79.94 per year and is proposed to increase by \$22.67 to \$102.61 per year. However, if you currently subscribe for garbage service in Unincorporated IRC, your annual cost of \$179.76 per year will be decreased by \$63.60 to \$116.16 per year. Therefore, as a whole, there will be an overall decrease of \$40.93 per year for subscription customers.

8. What is the 75 in 5 program?

The 75 in 5 program is based on the State of Florida goal of achieving 75% recycling within the next five years. This basically means that by the year 2020, 75% of the material that we throw out in our trash should be recycled. We are at a 33% recycling rate now so the transition to single stream recycling is just one of the many ways we are trying work with our residents and local businesses to reach 75 in 5!

9. Does the 75 in 5 program include commercial recycling?

Yes, our overall goal of achieving 75% recycling by the year 2020 applies to all of Indian River County, i.e., residential and businesses. However, commercial recycling must remain on an open market basis so a business has to voluntarily subscribe for this service from a commercial recycling vendor.

10. What will the cost be for commercial recycling as of October 1st?

SWDD has secured a competitive rate with Waste Management to provide a single stream recycling rate which is less than the solid waste collection rate. We made sure that our businesses get a good deal, so if you are interested in signing up for single stream recycling for your business, please call Waste Management Customer Service Department at (772) 569-1776. You may also call Republic Services at (772) 562-6620 or any other commercial recycling vendor.

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# SOLID WASTE DISPOSAL DISTRICT

## FREQUENTLY ASKED QUESTIONS



### SOLID WASTE / GARBAGE

Current System: Voluntary Subscription/ Twice-A-Week Manual/ Two Franchise Areas  
*(Provided by Waste Management and Republic Services)*



Ends  
9/30/2015

New System: Voluntary Subscription/ Once-A-Week Carted/ One Franchise Area  
*(Provided by Waste Management Only)*



Starts  
10/1/2015

11. Will there be different sizes available to homeowners who feel that the standard garbage container is too large?



35 gallon      64 gallon      96 gallon  
(Colors and manufacturer may vary from what is shown)

All residential customers will receive a 96-gallon cart prior to October 1, 2015. Customers are encouraged to try out the cart for the first three months which include the holiday season. After January 1, 2016, customers will have an opportunity to request a 64-gallon or 35-gallon cart depending on their needs. **This one-time exchange will be free; however, any future exchanges will cost \$30 per cart per exchange.**



# SOLID WASTE DISPOSAL DISTRICT



## FREQUENTLY ASKED QUESTIONS

Cart Specifications			
MODEL	HEIGHT	WIDTH	DEPTH
96-Gallon	45 <sup>3</sup> / <sub>8</sub> "	27 <sup>1</sup> / <sub>2</sub> "	33 <sup>1</sup> / <sub>4</sub> "
64-Gallon	42 <sup>3</sup> / <sub>8</sub> "	25 <sup>1</sup> / <sub>8</sub> "	29 <sup>1</sup> / <sub>2</sub> "
35-Gallon	36 <sup>3</sup> / <sub>4</sub> "	18 <sup>3</sup> / <sub>4</sub> "	23 <sup>3</sup> / <sub>8</sub> "

12. May I get more than one garbage cart?

Yes, one additional garbage cart is available for a one-time fee of \$60 per additional roll cart delivered. Any exchanges of this additional roll cart will cost \$30 per cart per exchange. There will be no additional collection cost for this extra garbage cart.

13. On occasion when there are some oversized pieces or excess (bulk) material that won't fit in the container, will that material be collected or must it be brought to the landfill?

All garbage must fit in the container with the lid closed. Bulk trash is included in the subscription service; however, the customer must call Waste Management Customer Service Department at (772) 569-1776 prior to placing the material to be picked up. Waste Management will pick-up the material within four (4) calendar days from receipt of the request (excluding Sundays).

14. If the garbage is only being collected once a week, what will happen if the collection day falls on a holiday?

All collection services following a Holiday will be picked up one day after the normally scheduled collection day, i.e. everyone's schedule will shift by one day. Friday service customers will be picked up on Saturday.



## SOLID WASTE DISPOSAL DISTRICT

### FREQUENTLY ASKED QUESTIONS



15. If garbage is only going to be collected once a week, how do I reduce the risk of odor issues?

About one fifth of the Florida population is currently receiving once a week garbage services. Placing your garbage in trash bags and tying the bag securely should help minimize odor. Several household items such as cinnamon, baking soda, used dryer sheets, coffee grinds or cat litter work well to absorb odor and may be sprinkled inside your cart. Just a few scoops will do! If you feel you need more odor protection, several local convenience stores also sell odor control trash bags and trash can deodorizers.

16. The rate of \$9.68 a month is not really a decrease since the garbage service is being cut in half. Will the County fee be discontinued?

The solid waste collection is being reduced from twice-a-week to once-a-week in order to increase recycling in Indian River County. The decision to subscribe to Waste Management for residential curbside garbage, yard waste and bulk waste pick-up is voluntary. As a result, the current cost of \$14.98 per month is being reduced to \$9.68 per month. Yard waste will still be collected once-a-week.

The County fee or Landfill Assessment fee on all improved residential properties is for the disposal of solid waste, long-term care and maintenance of the landfill, the operation and maintenance of the five Customer Convenience Centers (CCC's), and for the collection of recyclables. This fee will continue. If one does not have curbside pick-up they may take their garbage, recycling, yard waste and bulk waste to any of the five CCC's.

17. How is this service going to be billed?

Waste Management will bill the subscription customer on a quarterly basis.

18. How will residents pay?

Waste Management will provide payment options on the bill.

19. How do I sign up for service with Waste Management?

Please call Waste Management at (772) 569-1776 to sign up for service.





## SOLID WASTE DISPOSAL DISTRICT FREQUENTLY ASKED QUESTIONS



20. Are there any discounts for signing up for garbage service?

Yes, Waste Management is offering a special limited time offer of a 10% discount off your first quarterly bill if you sign up before October 1, 2015.

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## SOLID WASTE DISPOSAL DISTRICT

# FREQUENTLY ASKED QUESTIONS



### GENERAL

21. Is there a specific way to place my cart at the curb?

Instructions for cart usage will be attached to the recycling cart and the garbage cart upon delivery. We ask that you place your carts within three feet from the curb with the opening facing the street. Your cart should be on the opposite side of the driveway from your mailbox, and there should be about three feet of clearance around your cart.

22. Do you have any additional information concerning the switch from Treasure Coast/Republic to Waste Management?

On April 21, 2015, the SWDD Board approved a Solid Waste and Recyclables Collection Franchise to Waste Management to provide once-a-week, carted subscription garbage service to all Unincorporated Indian River County and City of Fellsmere residents, as well as provide single stream recycling to all residents of Indian River County starting on October 1, 2015.

**ATTENTION!** If you live in Fellsmere or Unincorporated Indian River County and Waste Management is **NOT** your current hauler for solid waste, you will need to contact Waste Management by calling to (772) 569-1776 to set up an account. If you are already a Waste Management customer for garbage collection, no action is required.

23. What will happen to the transfer stations?

No changes to the Customer Convenience Centers/transfer stations are planned at this time. The contract for these services expire on December 31, 2017 prior to which staff will seek input from the SWDD Board on their operations.

24. Our sticker-based service is paid in advance for 90 days, the last one before the new service is implemented is going to be for August-September-October. Since Treasure Coast is being terminated on September 30, will the "final" sticker be issued for and billed for only 2 months?



## SOLID WASTE DISPOSAL DISTRICT

### FREQUENTLY ASKED QUESTIONS



Yes, for those who signed up for voluntary pick-up with Treasure Coast Refuse, the “final” sticker and billing will be for only 2 months.

25. What about brush and green waste? How will that be handled?

No changes, it is included in the subscription service and the collection will continue to be provided once per week. Customers are to provide their own containers for brush and green waste. **No plastic bags, please.** Customers can continue to take their own brush and green waste to the CCC's or to the Indian River BioEnergy Center on 74<sup>th</sup> Avenue.

26. What day will my service be?

Waste Management is working on establishing service routes for subscription garbage, yard waste and residential recycling; however, a sticker with your garbage and recycling day will be posted on your new carts. Your yard waste will be picked up on the same day as your garbage.

The above list of frequently asked questions and answers have been prepared to help guide our residents through the upcoming changes. The list will be updated periodically; however, if you have any additional questions, **please feel free to call us at (772) 770-5112 during normal business hours of 8 am to 5 pm, Monday through Friday** or visit [www.ircrecycles.com](http://www.ircrecycles.com).

 **ROLL With Us...RECYCLE!**