



Biweekly Recycling Transition FAQ's

<https://www.fayettevillenc.gov/recyclefaq>

(Updated August 24, 2021)

Why is the City changing the recycling schedule?

The City is transitioning to biweekly recycling as a cost savings measure. Biweekly collection is the standard collection schedule for most municipalities. In February 2021, City Council directed staff to move forward with the schedule change and approved the purchase of new, larger recycling carts necessary for the biweekly collection schedule.

Will this cost taxpayers or the city any extra money?

Transitioning City recycling services from weekly to biweekly collection is estimated to bring approximately \$775,000 in savings in total costs over the first five-year period. After the payoff of the purchase of the larger carts, annual savings from this change are expected to be almost \$900,000 per year.

How do we know our recycling collection days?

Recycling collection occurs on the same day as garbage collection. However, with this new change, recycling collection will occur only once in two weeks with each household scheduled for collection either on A week or B week.

There are two options to find out if you are in A or B Week.

Option 1: Go to <https://www.fayettevillenc.gov/city-services/public-services/solid-waste/recycling>.

Type your street number and name to find out your recycling and garbage day pick up and whether you are in A week or B week.

Option 2 - You can call **(910) 433-1FAY (1329)** to determine whether your address is in the A or B recycling schedule and your day of pick up.

The A/B Weekly Calendar Schedule is available in at the following link:

<https://www.fayettevillenc.gov/home/showpublisheddocument/18178/637587540055000000>.

CART INFORMATION:

I did not receive a new recycling cart. What should I do?

If you believe your house was missed on the delivery round, please call the Call Center at **(910) 433-1FAY (1329)** to inquire.

I have received my 96-gallon cart but you have still not picked up my 35-gallon cart:

The City requests your patience and consideration by continuing to place to the curb the empty 35-gallon carts along with the filled 96-gallon cart on your A or B week recycling day to allow staff the time to collect the 35-gallon cart. Please keep the small carts out until 6:00 p.m. The recycling may be picked up earlier than the cart collection truck that follows later.



I do not want the new, larger cart. Can I keep using the smaller 35-gallon cart?

The collection of the 35-gallon carts will cease once biweekly recycling starts. The 35-gallon carts are property of the City and we receive a rebate for recycling them. Residents should put their smaller carts to the curb for removal.

I can't bring my cart to the curb, what should I do?

One of the many services provided by the Solid Waste Division is the curbside exempt or "backdoor" service. This free service is for residents who cannot place their containers at the curb for weekly/biweekly household refuse and recyclable collections because of health reasons. To inquire about backdoor service, call the Call Center at **(910) 433-1FAY (1329)**.

I already purchased the larger 96-gallon cart. Will I get a refund or a second 96-gallon cart?

Residents who previously privately upgraded to the 96-gallon blue carts will not receive refunds but will still receive a new City issued 96-gallon recycling cart. The new cart must remain with the house. The privately owned cart is the resident's property if they move.

I purchased a larger 96-gallon cart, and I do not want the new City issued cart. What do I do?

Residents who previously upgraded to the 96-gallon blue cart that do not want the new City issued cart can call the Call Center at **(910) 433-1FAY (1329)** to have them removed. The City will keep track of these addresses so that a new City issued cart can be delivered to the address when the resident leaves.

Can I use the recycling carts for trash or yard waste?

The blue carts are for recycling only. If a blue cart is filled with trash or yard waste it will not be collected.