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SOLID WASTE

Single Cart Recycling Frequently Asked Questions

1. When will I receive my new cart?

We will be delivering the new recycling carts over the next eight weeks, not counting holiday weeks. First deliveries (area one) will begin on November 13th & 14th. Please look at the delivery map on our web site to see which delivery area you live in. Click [here](#) to see the delivery map.

2. How will I know when you'll be in my neighborhood?

We will place notices in your recycling bins the week before delivery and door hangers the day we collect your old bins. You can also check the delivery schedule and obtain updates on delivery progress from our web site.

3. How are the single carts delivered?

The City will empty and remove the old recycling bins on your current recycle day when the delivery crews get to your neighborhood. Your new recycling cart will be delivered the next day. You will also receive a notice on your door with more information on the delivery process and your new recycle collection day.

4. Why is Orlando switching from bins to carts?

Single-cart recycling is a more cost-effective method of recycling, saving the City more than \$150,000 per year on the cost of collecting recycling materials (fuel savings and lower dump fees). In addition, the City can accept nearly double the types of recycling materials. Residents no longer have to sort their recyclables, making recycling less complicated. Recycling made simple!

5. Are my old bins going to be recycled?

Yes, the City will collect all the old bins to be reused for recycling in other City facilities. Bins not reused will be recycled.

6. What do the colors of the carts mean?

The color of your recycling cart will help you determine your recycling schedule that can be viewed [here](#). Teal carts are collected on weeks that are colored teal and burgundy carts on the weeks colored burgundy.

7. Will my trash day ever be the same day as my recycling day?

No. Your recycling day will change with the delivery of your new recycling cart and it will be different from both of your garbage days.

8. Can I request an additional cart if I want?

Yes, additional carts may be ordered after January 15, 2013. You can order an extra recycle cart by phone at 407.246.2314 or by email at swcustomersvc@cityoforlando.net.

9. Single Cart Recycling is collected every other week, how will I know which week I put my new cart out?

You will receive a calendar when your recycling cart is delivered. The calendar has each week color coded and you simply need to match your cart color to the color of the week

on the calendar. You can view an online version of the calendar [here](#).

10. **Do I still need to separate my recyclables?**
No, in our new single-cart recycling program residents no longer have to sort their recyclables, making recycling less complicated. Recycling made simple!
11. **Can I use my recycling cart for regular garbage?**
No, please don't place garbage or yard waste into the recycling cart. Single-cart recycling is for recyclables only. Your household garbage should be bagged and placed in your black garbage cart.
12. **Will you be picking up recyclables on Holidays?**
Recycling is picked up on all holidays including Thanksgiving and Christmas. Please place your recycling cart out on the night before the holiday collection day as crews commonly make faster progress collecting carts on holidays and often get to homes much earlier than usual.
13. **Approximately how long will it take you to distribute the carts to all Orlando residents?**
It will take approximately 8 weeks (not counting holiday weeks) to distribute our new recycling carts to City of Orlando residents.
14. **I live in an apartment; will I get a new cart?**
Orlando residents that live in apartments, condos, and townhomes and currently recycle by placing red and/or blue recycle bins at the curb will be included in the new cart based recycling program. Each complex will be visited individually to work out the details of the new program.
15. **Who do I call if I have further questions?**
You may reach us at 407.246.2314. You can also email questions to swcustomersvc@cityoforlando.net.
16. **After the old bins are picked up, how soon will we receive our recycling carts?**
Your new recycling cart will be delivered the next day with a welcome letter that includes instructions on how the single cart system works, your new recycling day, and calendars (2012 and 2013) to help you determine which week to place your recycling at the curb for collection.
17. **Can I use my old recycling bin in the new program?**
No. The old bins are incompatible with our new system. We will be utilizing new automated trucks to lift the new recycling carts and empty them into the truck.
18. **I've never received recycling bins. Can I still join the new single-cart recycling program?**
Yes! You may order a recycling cart by e-mailing us at swcustomersvc@cityoforlando.net with your Name, Street Address, and Phone number or order by phone at 407.246.2314.
19. **What items can I put into the new recycling cart?**
Our new single-cart recycling program nearly doubles the amount of recyclable materials accepted by the City. You can view a list of acceptable materials [here](#). A list of recyclable items will be on the lid of your recycling cart.
20. **Is it possible to have a smaller recycling cart delivered?**
All recycling customers will receive the large single cart. Please try this cart for a month and then if you want a smaller cart, call us at 407.246.2314 so we can order one for you. The smaller cart is 1/3 smaller. Our test areas have shown that many homes overfill a smaller recycling cart.
21. **Can I choose the color of my recycling cart?**
No. The color of your recycling cart will help you determine your recycling schedule that can be viewed [here](#).
22. **How are recyclables processed in this new system?**
The recycle sorting center uses mechanical sorting equipment to do most of the sorting. After sorting, materials are transported by semi truck to processors to be reused or made into new products.

23. **What if I'm not home to put out my old recycling bin?**

We will make follow up deliveries of recycle carts and collect old bins for a couple of weeks after the initial delivery. If we have missed your home, please call our office at 407.246.2314.