

Common Questions & Answers for the New Curbside Recycling Program

Wheeled Collection Containers

Questions: *What if I don't want a container this large?*
What if I don't have a place to store my container?
How can I get a different sized container?

Answer: Please try the 65-gallon container for two months; if you still do not like it you can call or the Frederick County Office of Recycling to request a smaller size.

Question: *When will I receive my new cart?*

Answer: We are delivering carts area by area throughout the county with the goal of delivering them all by the end of January. If your town has a local website, you may find information there prior to cart delivery.

Question: *What if I don't have Frederick County curbside recycling yet, when will I get a cart?*

Answer: The new program will be evaluated by the County Board of Commissioners to assess opportunities for expansion. Residents will be notified if changes to the program are made and our website will also be continually updated to reflect the most current information.

Question: *Why didn't I get a cart when everyone else on my street/block got one?*

Answer: Please call the Frederick County Office of Recycling so that we may assist you with your request to participate.

Question: *Will the new cart be too heavy once it's full?*

Answer: The carts are designed to be handled by one person, with sturdy wheels and a large handle. The weight of your cart will depend on the quantity and variety of materials you place inside. If you are having difficulties using your cart, please call the Frederick County Office of Recycling.

Question: *Will townhouses receive carts?*

Answer: If a townhouse has a garage then they will automatically be receiving a cart and asked to try the program for at least two months before

calling to request a change of container. If a townhouse does not have a garage then they will not receive a cart initially; these homes will receive a notification of the option to either order a new cart or stay with the 18-gallon bin currently in use.

Question: *What am I supposed to do with my cart until collection starts?*

Answer: Please store your cart but refrain from using it for other purposes so that it is ready to use once the new collection schedule begins. You will receive an updated schedule before the new program starts; until then please continue to follow the existing guidelines and use your 18-gallon bin.

Question: *What if the new cart isn't big enough?*

Answer: Please try the 65-gallon container first. If it is not adequate, you may order a 95-gallon cart by calling the Frederick County Office of Recycling at 301-600-2960. Bear in mind that it may take several weeks for us to be able to respond and deliver a larger cart.

Serial Code on the Cart

Question: *Why does my cart have a code?*

Answer: The bar code is linked to the street address to which the cart belongs. If you move to another location in Frederick County, you will be issued a new container with a bar code that corresponds to that new address.

The bar code will be scanned when your recyclables are collected. This allows us to gather data about participation rates for our recycling program and also to have additional information in the event of a problem with the collection process.

Question: *Are you tracking my recyclables?*

Answer: No. The code is used only to record whether or not any particular cart has participated in curbside collection. We will know whether or not we collected from a particular cart and when, but not what or how much was in it.

Collection Schedule

Question: *How will I know when my recycling will be picked up?*

Answer: A collection schedule will be provided to you before the new collection program begins.

Question: *What if I have extra recycling?*

Answer: You can place excess materials next to the cart in a paper bag or stack cardboard alongside the cart. If you regularly produce more material than your cart can contain, you may wish to contact the County Office of Recycling to request a larger 95-gallon cart.

Single Stream Recycling

Question: *What does this mean?*

Answer: You can mix all of your bottles, cans, papers and cardboard into one single container.