



Garbage and Recycling Changes Coming in 2025- FAQ



The Town's contract with Waste Management expires December 31, 2024. With that, the Town Council embarked on the Request for Proposal (RFP) process earlier this year to secure services starting January 1, 2025.

The Town took this opportunity to conduct a public survey to gather feedback from residents and utilized that feedback in the RFP. It was also an opportunity to correct some of the issues that are currently not working well. There were five bid responses and Priority Waste was chosen to serve the community for the next eight (8) years. This contract allows the Town to lock-in its trash rate for all 8 years!

Additional information on routes, additional bins, and customer service contacts will be provided by Priority soon.

Q: When does the new service start?

The contract with Priority starts January 1, 2025, and runs through December 31, 2032.

Q: When will we receive new toters?

Priority will start to set out the new toters starting on December 16, 2024, and finishing no later than December 31, 2024. Waste Management will be picking up the current containers the last week of December so there should be minimal overlap.

Q: How many toters will be collected?

The new service includes weekly collection of up to two (2) 95-gallon trash toters and bi-weekly collection of up to two (2) 95-gallon recycle toters per household.

Q: How many toters are included?

The Town contract provides one (1) toter for trash service and one (1) toter for recycling per household.

Q: Can I use an existing toter I already paid for as my second toter?

Yes. If it meets the specifications required for mechanical pick-up of their trucks. However, Priority assumes no liability to the trash container so if it were to break and is deemed unusable, Priority is not responsible, and they will not replace the toter. If this happens, simply make a big "X" on the toter and Priority will simply throw it away.

Q: Can I get a second toter from Priority if needed?

Yes. Residents can purchase another trash and/or recycle container from Priority at an additional cost of \$110.00 plus a \$15.00 delivery fee. This is a one-time fee with no reoccurring monthly bills. Service is included in the Town contract for two (2) toters each. There will be a set period in January to request and delivery these additional toters. Further communication from Priority will be coming.

Q: Can I get a smaller toter?

Yes. There will be a request period in January in which you can swap out your 95-gallon toter for a 64-gallon toter. More communication will be coming from Priority.

Q: What day is my trash pick-up?

The Town is working with Priority to set a new pick-up schedule. Priority will let residents know of trash collection days for each neighborhood prior to service starting.

Q: What will the fee be over the next eight years?

The new fee of \$18.48 per month will be included on your McCordsville Utility bill and will not change for the duration of the 8-year contract

Q: How often is curbside recycling pick up?

Recycling will occur every other week on the same day as your regular trash pick-up.

Q: Do I have to recycle?

While we encourage all households to give it a try, you do not have to recycle. There will be a period in which you can have your recycle bin picked up. However, this service is included in the overall contract rate so there will **not** be a reduction in rate for declining the service. **If you have received a renewal from your current provider, there is no need to renew.**

Q: What happens to the Town Hall Recycling?

The recycling bins at Town Hall were included in the current Waste Management contract. This will change to curbside recycling with Priority effective January 1, 2025. The recycle bins at Town Hall will be removed at that time and this area will be secured for Town vehicle parking.

Q: Is bulk trash pickup still included?

Yes, each residence is allowed one free bulk item per month. The first full week of every month, you can place one bulk item out for collection without the need to call ahead. Additional bulk items can be scheduled 48 hours in advance of your regular service day for pick up with a \$10 fee per item charge paid directly to Priority Waste.

Q: Will there be yard waste service and Christmas tree pick up?

Yard waste up to and including 15 bags per residence in April (week to be determined) and 15 bags per residence in November (week to be determined). Paper Bags (30 Gallon) are to be purchased privately by the resident. The Town will provide further notice closer to the pick-up dates.

Christmas trees will be picked up from December 26 through January 31.

Q: Will there be a delay in service on holidays?

There will be a one-day delay of service on the following holidays: New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.