



December 2021 Edition

## Bellevue Nebraska Solid Waste Program

Recycling, Landfill Trash, and Yard Waste Information for the Citizens of Bellevue, Nebraska

Don't Forget! Between December 1 and April 1 your brown yard waste cart may be used for landfill trash.

### Service FAQs

Here are answers to some of our your most frequently asked questions:

- Your blue cart is for landfill trash, green is for recyclables, and brown is for yard waste. (The brown cart may be used for landfill trash from Dec 1—April 1.)
- Bellevue residents are allowed two free bulk curbside pick ups per year. These free pick ups are limited to items not exceeding 60 pounds and 4 ft x 2 feet. These must be scheduled with Papillion Sanitation. Pick up of larger items (such as couches or mattresses), may be scheduled for a fee.
- Recycling includes cans, paper and plastics as shown on the lid of your cart. It does not include shoes, clothes, animal feces or diapers. Use the Waste Wizard on the WasteConnect app or on our website to search individual items. And if in doubt, place it in your blue cart.
- Orange Energy Bags may be purchased from us for \$10.00 per roll, or are available at most grocery stores.
- Certain times of the year volume is high so it takes longer for our drivers to finish their routes. We don't quit at 5 pm.
- Just because your lid is not flipped on your cart does not mean we missed you. Sometimes when the truck sets down the cart, the lid closes.

### Survey Results

The results are in for the 2021 City of Bellevue Solid Waste Disposal customer satisfaction survey. The survey was open from November 9, 2021 until December 8, 2021. An email notification, which included a link to the survey, was sent to the 6,015 customers who have an email on file with us. Postcards were sent to all 18,787 customers. A total of 1,986 responses were collected. Highlights include:

- 95% of respondents recycle, and 72% recycle more than they did prior to the new program.
- 96% say they are very satisfied or somewhat satisfied with their curbside service.
- 97% of respondents say they are very satisfied or somewhat satisfied with customer service and communication from Papillion Sanitation.

If you missed the survey, your comments are always welcome. We also encourage Bellevue residents to download the WasteConnect app and go to our website to sign up for email reminders. Thank you to all who participated in the survey!

### Cart Placement

Help us serve you better by following proper cart placement guidelines:

- Place your cart at the curb the night before or by 7:00 am on your service day. Routes sometimes change, so your pick up time may vary from week to week.
- Carts should be placed with the lid opening toward the street. Lids on all carts must be completely closed to prevent items from falling or blowing out of the cart.
- Carts should be kept four feet away from any poles and/or mailboxes and spaced two feet away from your other carts.



### Disposing of Your Christmas Tree

Christmas trees may be disposed of at the Old Sarpy County Landfill located at 8902 Cedar Island Road. Trees will be recycled as mulch, so please remove any nails, wires, ornaments, the tree stand, lights, and please do not place your tree in a plastic bag.



### Contact Us

Your satisfaction is very important to us. Our Customer Service Team is available to assist you M - F 8:00 am to 5:00 pm at 402-346-7800 or [OLP3050@WasteConnections.com](mailto:OLP3050@WasteConnections.com). You may also contact us through the website [YourCartPlaysAPart.com](http://YourCartPlaysAPart.com), the WasteConnect app or on Facebook.