



## Solid Waste Contract

### Frequently Asked Questions

**Q. What day will bulk trash pick-up happen?**

A. Bulk trash collection will happen the same day as garbage pick-up. There will be 3 bulk collection trucks running the same route as the garbage pick-up trucks.

**Q: Is my garbage pick-up day going to change or remain the same?**

A: Gulfport citizens' pick-up day will remain the same for garbage pick-up.

**Q: On which holidays will garbage/trash/recycling not be picked up?**

A: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day (Please pay close attention to City Public Notices websites as well as City Social Media and News Media announcements in case there are changes and/or updates to pick-up days on and around holidays.)

**Q: How do holidays affect garbage, trash, and recycling pick-up days?**

A: Garbage - no pick-up, no recovery day. Trash and recycling - pick-up on following day, schedule for remaining week is delayed one day. (Please pay close attention to City Public Notices websites as well as City Social Media and News Media announcements in case there are changes and/or updates to pick up days on and around holidays.)

**Q: Which department(s) will be responsible to manage this contract for the City?**

A: The Director of Public Works has been assigned responsibility for management of this contract by the Mayor and City Council.

**Q: How do I make a special notice of large trash piles, missed pick-ups, or complaints/compliments concerning solid waste disposal under Gulfport's new contract with Waste Pro?**

A: Call the Gulfport Call Center at 311 or (228)868-5700 from any landline or cellphone inside the city limits.

**Q: How do I know that I won't get the run-around between the City and Waste Pro when I call about a solid waste disposal issue?**

A: Gulfport requires Waste Pro to utilize a common database system (Cityworks) so such that issues are entered once and tracked for timely resolution by the Gulfport Call Center and the Gulfport Public Works Department.

**Q: When is my garbage, trash, or recycling pick-up day?**

A: The maps are provided on the City of Gulfport Garbage/Recycling webpage ([www.gulfport-ms.gov/garbage2017.shtml](http://www.gulfport-ms.gov/garbage2017.shtml)).

**Q: What do I need to do about big trash/debris/limb piles that I created?**

A: The Waste Pro driver will notify their dispatch when they see a pile that needs to be picked up. (These no longer need to be called in by the citizen/customer). Any trash/debris/limbs that a contractor creates must be picked up by the contractor.

**Q: What is recyclable?**

A: Please see Recyclable Flyer on the City of Gulfport Garbage/Recycling webpage ([www.gulfport-ms.gov/garbage2017.shtml](http://www.gulfport-ms.gov/garbage2017.shtml)).

**Q: What trash and debris will not be picked up?**

A: Building material, hazardous material, tires, broken up concrete, any trash/debris created by a contractor and etc.

**Q: What do I do with hazardous materials that I need dispose of?**

A: These materials can be taken to the Harrison County Work Center on Lorraine Road the second Saturday of each month from 8:00 am to Noon.

**Q: How do I pay for solid waste collection under Gulfport's new contract with Waste Pro?**

A: You will continue to pay for solid waste collection on your water and sewer bill from the City.

**Q: How is the rate for solid waste disposal calculated?**

A: "House" count. Every residential parcel with at least one building structure on it is included in the building count. This count is performed annually.

**Q: What will I be charged for solid waste disposal under this new contract?**

A: \$16.75/month for 2018 (residential) and \$20.75/month for 2018 (commercial) (<http://www.gulfport-ms.gov/publicworks/Ordinance2920.pdf>).

**Q: How much will I be charged for a second recycling bin?**

A: There is no charge for a second recycling bin.

**Q: How much will I be charged for pick-up of a second recycling bin?**

A: There is no charge for a second pick-up for recycling.

**Q: Why do I have to pay the same amount as someone that puts out a full can every garbage collection cycle if I only put my can out once per week or monthly?**

A: The service available has to be paid whether it is used or not.

**Q. If I hire a contractor to do yard work or remodel my house will the Solid Waste Contractor pick up the waste.**

A. The Solid Waste Contractor (Waste Pro) is not responsible for the collection of trash or debris generated by a contractor, tree services contractor, utility service company, or rental unit clean up service company.

**Q: Who do I contact to rent a dumpster?**

A: Call Waste Pro at 228-818-5393