

# Neenah Drop-Off Site Changes

## Frequently Asked Questions

- 1. Why is the City changing the drop-off site procedures?**

The Tullar Road drop-off facility has been experiencing a steady increase in abuse from individuals that live outside of the City. This extra volume comes at a cost to all City of Neenah taxpayers.
- 2. When will the new procedures take affect?**

New procedures will start when the drop-off opens in March 2020.
- 3. What items WILL require a card punch?**
  - Garbage (3 or more bags)
  - Large Items
  - Concrete (1 cubic yard limit)
  - Dirt / Fill (1 cubic yard limit)
- 4. What items WILL NOT require a card punch?**
  - Cardboard
  - Recyclables
  - Yard Waste
  - Brush
  - Leaves
  - Metal
  - Oil for Recycling
- 5. If I bring an item that doesn't require a card punch, do I still need to have my card?**

Yes. The drop-off attendants will still want to check that you are allowed to use the drop-off site.
- 6. Will we be required to secure our loads?**

Yes, all loads must be secured or tarped.
- 7. How many times can I use the drop-off site with my card?**

Each card is good for 5 (five) visits for items that require a punch. If you are bringing items listed in Question 4, your drop-off site visits are unlimited.
- 8. Where can I purchase an additional card?**

You can purchase an additional card for \$25 each in the Finance Department, City Administration Building, 211 Walnut Street.
- 9. Can I purchase more than 1 (one) additional card at a time?**

You will only be allowed to purchase 1 (one) card at a time.
- 10. What do I do if I misplace my card?**

If you misplace your card, you will need to purchase another one.
- 11. What do I need to bring in order to buy another card?**

Please bring identification and, if you still have it, your previous card.
- 12. Can unused cards be used in the following year?**

No, each card is only good for the current year.

**13. What if I'm a new resident?**

Special circumstances will be handled at the front office in the City Services Building. This includes new residents, renters, a non-resident relative or friend cleaning out a home for sale, etc.

**14. Who do we call with questions regarding the new drop-off site procedures?**

Contact the Department of Public Works at 920-886-6240 or City Services Building at 920-886-6260.