



CITY OF ROCHESTER, NEW YORK
Department of Environmental Services



2023-2024

At Your Service

Environmental Services Guide

Delivering
**Excellence
in Service**
Every Day



Malik D. Evans, Mayor
City of Rochester, NY • Rochester City Council

ROCHESTER: CLEAN, GREEN, SUSTAINABLE

Thank you for being a part of our community! It takes all of us working together to protect and preserve our clean air, water and land. Taking time to properly dispose of household and yard waste contributes to safer city streets and to the health and well-being of all of our residents.



With this brochure you will find the information you need to take full advantage of the services provided by the Department of Environmental Services.

The Service Calendar on the last page will help you stay up to date on our collection and management schedule, including holidays when regular refuse and recycling pickup will be delayed, fall leaf collection dates, and the schedule for street sweeping and chip sealing.

Please call **311**, or **(585) 428-5990** outside city limits, if you have any questions, comments or concerns. We aim to provide outstanding customer service to the entire community.

The City of Rochester needs your help to create a cleaner, greener, more sustainable city for everyone, so let's get to work!

Sincerely,

A blue ink signature of Mayor Malik D. Evans, written in a cursive style.

Mayor Malik D. Evans



**CLICK OR CALL TO
CONNECT**

**Open Mon.–Fri. 7 a.m. to 9 p.m.
Sat. & Sun. 9 a.m. to 5 p.m.**

Closed Thanksgiving, Christmas
and New Year’s Day

Outside the city,
call (585) 428-5990

TTY (585) 428-7600
**Spanish-speaking
representatives available**

We’re ready to answer your calls concerning:

- | | |
|---------------------------------|-------------------------------------|
| Bridge Maintenance | Street and Sidewalk Repair |
| Chip Seal | Street Sweeping |
| Dead Animal Removal | Tree Maintenance (City-owned) |
| Graffiti Removal | Vacant Lot Maintenance (City-owned) |
| Leaf Collection | Water Emergencies |
| Parking Meters | Water Meter Reading |
| Pothole Repair | Water Quality |
| Refuse and Recycling Collection | Water and Refuse Billing |
| Snow and Ice Removal | |
| Street Construction | |
| Street Lighting | |

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At Your Service Calendar..... back/tear off

REFUSE SERVICE

Customer Service at its Finest!

We're proud to provide you with the best service possible. Use these helpful guidelines to keep our neighborhoods safe and clean.

Curbside Service

You are entitled to curbside pick-up of your household refuse. Place your refuse containers between the sidewalk and curb in front of your residence no earlier than the evening before and no later than 6:30 a.m. on your collection day.

Know Your Collection Day

The City will collect your refuse on the same day each week. If you do not know what your collection day is, please **call 311** or go to **cityofrochester.gov/residentialrefuse**.

Your Rolling Refuse Container

The rolling refuse container makes it easy to bring your throw-away items to the curb. **On collection day, please place your container three feet from any obstructions or additional containers.** Observe weight restrictions of 200 lbs. per rolling refuse container.



Remove your refuse containers from the curb within 24 hours after your collection day and store your container on the side or backyard of your premises.

Bulk Refuse

Have large items? We'll take them. Bulk refuse items are picked up only on your regular refuse collection day. Remove doors from refrigerators and other appliances. Loose wood, trees, brush and hedges must be tied in bundles that are no larger than four feet long and 18 inches in diameter. The bundles must weigh no more than 60 lbs. Nails in wood must be removed or pounded down.

Do not obstruct sidewalks or streets with refuse or debris.

On-Demand Service

On-Demand Service is available for a fee if you have a large amount of debris that needs to be picked up before your next scheduled refuse day, for example, when a tenant moves out, or for home and yard cleanups or small home improvement projects by owner.

For volumes of three cubic yards or more, a minimum fee of \$80 will be charged. Roll-off containers are available for rent for volumes greater than 10 cubic yards.

For more information or to schedule a pick-up, contact the Commercial Refuse Business Office at **(585) 428-6928**, or via email at **commercial.refuse@cityofrochester.gov**.

Illegal Dumping

Illegal dumping is a serious offense that is harmful to our community. Refuse placed in front of a residence must be generated by that residence. It is illegal to place refuse on public property or in a right-of-way.

Do not place household trash in a public litter receptacle. If you see illegal dumping taking place, please report it. Get a license plate number and a description of the vehicle and operator and call **311**, or call **(585) 428-5990** outside of the city.

RECYCLING - EVERY OTHER WEEK, BRING IT TO THE STREET!

Everyone should be recycling but not nearly enough people are doing it. Recycling is the law in Monroe County. Recyclables are collected every other week on your designated refuse pickup day. Place your container between the sidewalk and curb in front of your residence no earlier than the evening before and no later than 6:30 a.m. on your collection day. If you need to know your collection day or need a full list of accepted recyclables, please call 311 or go to cityofrochester.gov/residentialrecycling/

What Can Be Recycled?

You can recycle clean flattened cardboard, paper, glass jars, plastic bottles/containers/jugs and aluminum cans. Simply rinse out your recyclable containers (you don't need to remove labels) and place them in your recycling container.

Never bag your recyclables with plastic bags or garbage bags; plastic shopping bags can be brought back to the store. **Shredded paper must be bagged, but only in paper bags.**

It's Easy, so Make it a Habit!

The rewards of recycling are great: you preserve the environment and reduce demand on our natural resources. It doesn't take a lot to separate your recyclables from the trash, so make it a habit to do your part!

The following items are ACCEPTABLE FOR RECYCLING:



Clean flattened cardboard, paper, glass jars, plastic bottles/containers/jugs, aluminum cans

THE FOLLOWING ITEMS ARE UNACCEPTABLE:



Styrofoam



Plastic bags



Food



Wood



Leaves/trees



HOLIDAY COLLECTION SCHEDULE

There will be no refuse or recycling collection on the holidays listed below. On these days, collection will be delayed one day for the remainder of the week following the holiday (e.g., routes with a Monday holiday will be picked up on Tuesday, Tuesday's collection will be picked up on Wednesday, etc.)



Thanksgiving Day

Thursday,
November 23, 2023

Christmas Day

Monday,
December 25, 2023

New Year's Day

Monday,
January 1, 2024

Dr. Martin Luther King, Jr. Day

Monday,
January 15, 2024

Memorial Day

Monday,
May 27, 2024

Juneteenth

Wednesday,
June 19, 2024

Independence Day

Thursday, July 4, 2024

Labor Day

Monday,
September 2, 2024

Thanksgiving Day

Thursday,
November 28, 2024

Christmas Day

Wednesday,
December 25, 2024

The following items may no longer be disposed of at the curb, and must be taken to ecopark for disposal:

Any television, computer, monitor, printer, keyboard, mouse, VCR/ DVR/ DVD/ CD player, cell phone, video game console, and cables, cords or wires for an electronic device.



The ecopark provides Monroe County residents (no businesses, not-for-profits, home offices, etc.) with a "one-stop drop-off" site to dispose of or recycle certain items. The park is open Wednesdays, 1 - 6:30 p.m. and Saturdays, 7:30 a.m. - 1 p.m. (closed on holidays, Thanksgiving and Christmas weekends.) Visit their website at monroecounty.gov/ecopark for new rules in effect.

Residents may recycle the following items for free and without an appointment:

- Appliances
- Bulky plastics
- Clean & dry plastic bags & product wrap
- Clean Styrofoam (#6) packing
- Clothing (for donation)
- Cooking oil
- Document destruction
- Empty Rx bottles
- Fire extinguishers
- Flags (U.S.)
- Fluorescent lights
- Hardcover books
- Lithium batteries
- Non-cathode ray tube (non-CRT) electronic waste
- Microwave ovens
- Paper & cardboard
- Printer cartridges
- Propane tanks (1 & 20 lbs. only)
- Rechargeable & button batteries (no alkaline)
- Scrap metal
- Sharps /syringes
- Tube/flat screen TVs/ monitors (intact or broken)
- Unwanted medications

Call 911 for:

- Explosives/ammunition/flares
- Black & smokeless powder
- Shock-sensitive materials

Residents may also recycle electronics by contacting:

Maven Technologies

(585) 458-2460
maventech.com

EWASTE+

1 (888) 563-1340
ewaste.com

Sunnking, Inc.

(585) 637-8365
sunnking.com

EWASTE+ and Sunnking's websites have dropdown menus listing other sites at which electronics may be dropped off.



Residents may recycle the following Household Hazardous Wastes (HHW) for free by appointment only, schedule at monroecounty.gov/ecopark.

- Aerosol cans (cleaners, lubricants, paints, etc.)
- Automotive fluids (except motor oil)
- Driveway sealer
- Flammable products (thinners, strippers, solvents, glues)
- Fuel (gas, diesel, kerosene, home heating oil)
- Household cleaners
- Oil-based or latex paint
- Pesticides & fertilizers
- Pool & photo chemicals
- Wood stain & preservatives

Items that Require a Fee:

- Refrigerant containing appliances (refrigerators/freezers, air conditioners, dehumidifiers) \$20 ea.
- Passenger vehicle tires \$5-20 for rimless tires \$12-40 for tires on rims

NOT ACCEPTABLE at ecopark:

- 55 gallon drums
- Asbestos & asbestos shingles
- Cans of dried paint (place in trash)
- Cooking grease (place in trash)
- Everyday alkaline batteries (place in trash)
- Glazing, spackle & joint compounds (place in trash)
- Products intended for industrial use
- Smoke & carbon monoxide detectors (place in trash or contact manufacturer)
- Used motor oil & vehicle batteries (contact auto retailer or repair shop)

A message from our friends at the Center for Disability Rights:

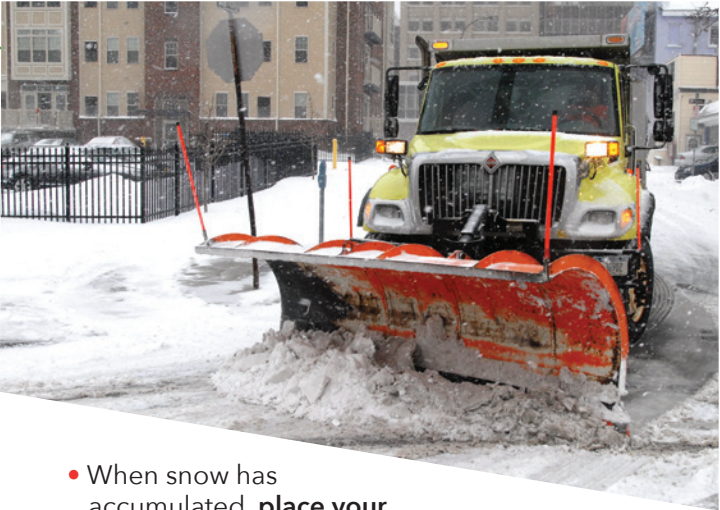


Citizens with disabilities, especially people who use wheelchairs, walkers or canes, rely on our sidewalks to get around our community. An inch of snow on the sidewalks and snow piled at curb cuts where the sidewalk meets the road can prevent people with disabilities from getting out of their homes to go to work, church or even to get groceries to feed their families. Together we can make sure that everyone can get around in the winter by clearing the sidewalks and curb cuts whenever it snows. **Clear the snow, so all can go!**

WINTER TIPS

- To accommodate street snow plowing, **strictly observe parking regulations, especially alternate parking rules.**
- **It is against the law to shovel or plow snow from private property onto sidewalks, roadways or fire hydrants.** (Per City Code 104-11-D)
- **Keeping your sidewalk clear and safe in the winter is the responsibility of the property owner** (Per City Code 104-11-C). The City provides supplemental sidewalk plowing on all sidewalks when snowfall exceeds four inches of fresh fallen snow and on arterial sidewalks as conditions warrant.





- When snow has accumulated, **place your rolling refuse and recycling containers at the edge of the driveway, or in a shoveled path. DO NOT place them on top of snow banks, in the street or on the sidewalk, where they might hamper vehicular or pedestrian traffic and snow removal activities.**
- During severe weather, **listen to local radio and television stations for updates on important snow plowing and parking instructions.**
- **Call 311 and speak to a service representative** to learn the start and anticipated completion times of roadway and sidewalk plowing, as well as parking restrictions, areas to avoid, refuse collection status and other helpful snow-related information.
- Want to follow the progress of the snow plow for your street? Check out our real-time plow app, **Plow Trax**, at **gis.cityofrochester.gov/**

Questions about winter services? Call 311

Mon.–Fri. 7 a.m. to 9 p.m.;
Sat. & Sun. 9 a.m. to 5 p.m.

Outside the city, call (585) 428-5990.



ROCHESTER'S CLEAN SWEEP... SHOWING PRIDE IN OUR CITY

Clean and beautiful neighborhoods are vital to the health of our city. Rochester's Clean Sweep brings people together to clean up our streets and build civic pride.

During Clean Sweep, City crews work with volunteers to sweep streets, remove graffiti, clean City properties, alleys and underpasses and repair potholes and sidewalks. Crews trim trees, plant flowers and spruce up City parks, playgrounds and R-Centers.

You can help too!

You can join the thousands of others who have taken part in Clean Sweep individually, as a family, or with co-workers, neighborhood, church or school groups.

Rochester's Clean Sweep takes place every spring. To volunteer, sign up online in the spring at cityofrochester.gov/cleansweep or call **311 (585) 428-5990** if calling from outside of the city.)

Keep it Clean!

All of the great things that come from Clean Sweep can be undone by litter.

Litter invites crime and blight to neighborhoods and lowers our property values. When litter is ignored and tolerated, littering becomes accepted behavior.

Spring Clean
Sweep date to be
determined.





Let's be a litter-free community – lead by example and teach our youth about the very harmful effects of littering.

Mini Sweeps

Mini Sweeps are a great way to keep the city clean after the citywide Clean Sweep is over. They are organized by the community and supported by the City. Mini Sweeps can help you and your block club or neighborhood organization improve an area that needs a little extra care.

How Does a Mini Sweep Work?

Pick a project, a date and partner with a fun group. At least two weeks before, call your Neighborhood Service Center and discuss your plan. On the day of the event, the City will drop off tools, work gloves and bags. Work, have fun and make a difference! When you finish, a crew will come back to pick up the tools and debris.

Contact Us

Your NSC has tools, ideas and suggestions to make your Mini Sweep a success!

Northwest NSC

400 Dewey Ave.
Rochester, NY 14613
(585) 428-7620

Northeast NSC

500 Norton St.
Rochester, NY 14621
(585) 428-7660

Southwest NSC

923 Genesee St.
Rochester, NY 14611
(585) 428-7630

Southeast NSC

320 N. Goodman St.
Suite 209
Rochester, NY 14607
(585) 428-7640



IMPORTANT DES DATES

Please use your tear-off service calendar and map for easy reference of important dates to remember.

FALL LEAF COLLECTION

Nov. 6–24, 2023

Please refer to the map in this guide for the loose leaf collection dates for your area. Collected leaves are composted, screened and made available to residents, along with stone and wood chips through the City's free Give-Back Program. The site, located at Ferrano and Colfax Streets, is open from 8 a.m. to 7 p.m. daily, April through Dec.

Leaf Collection Guidelines

Rake loose leaves into a pile between the sidewalk and the curb before the Monday of your scheduled pick-up week. **DO NOT rake leaves into the street.** Leaves may be bagged and placed at the curb on your regular refuse collection day.

Spring Clean Sweep date to be determined.



STREET SWEEPING

May 1 - Sept. 30, 2024

Major arterial streets are swept twice a week, and residential streets are swept once monthly. Sweeping of city streets starts in early spring and continues through early fall, weather permitting.

CHIP SEALING

July 8 - Aug. 9, 2024

Chip sealing involves the spray application of asphalt, followed by a rolled layer of chipped stone. Chip sealing treatments are performed on an established maintenance cycle.

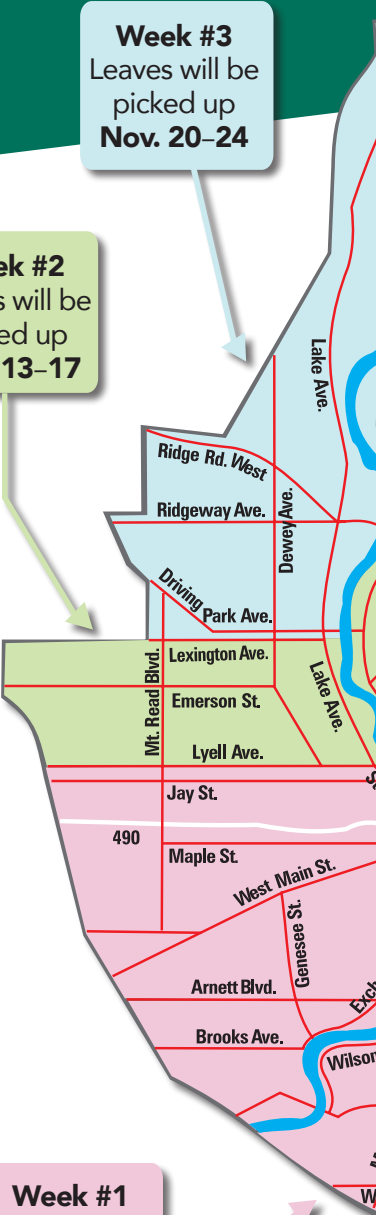
2023 FALL LEAF PICK UP SCHEDULE

Week #3
Leaves will be picked up
Nov. 20-24

Week #2
Leaves will be picked up
Nov. 13-17

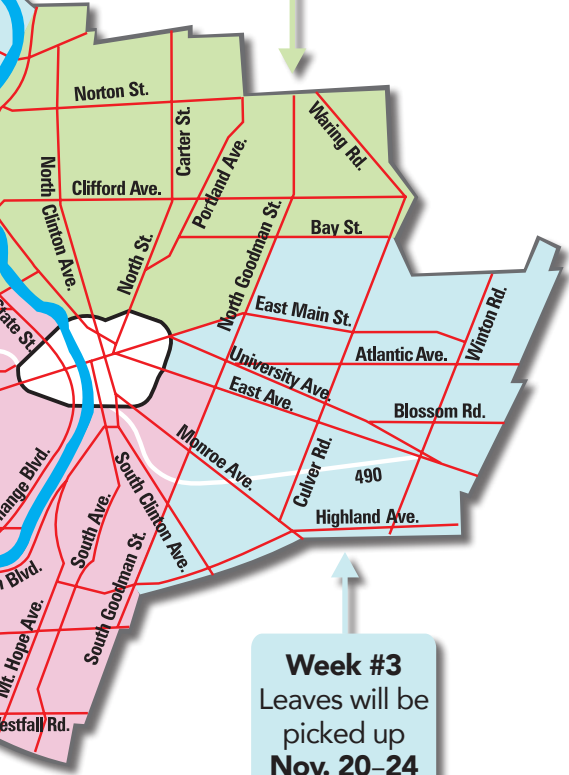
Week #1
Leaves will be picked up
Nov. 6-10

Tear along perforated line



This schedule is dependent on the weather and may change if above-normal rain or snow occurs. Check our website for daily updates at CityofRochester.gov/Leaves.

Week #2
Leaves will be
picked up
Nov. 13-17



Week #3
Leaves will be
picked up
Nov. 20-24

CITY OF ROCHESTER 2024 SERVICE CALENDAR

JANUARY						
S	M	T	W	Th	F	S
	H ¹	2	3	4	5	6
7	8	9	10	11	12	13
14	H ¹⁵	16	17	18	19	20
21	22	23	24	25	26	27
28	28	30	31			

FEBRUARY			
S	M	T	W
4	5	6	
11	12	13	
18	19	20	
25	26	27	

APRIL						
S	M	T	W	Th	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

MAY			
S	M	T	W
5	6	7	
12	13	14	
19	20	21	
26	H ²⁷	28	

JULY						
S	M	T	W	Th	F	S
	●	●	●	H ⁴	●	
7	●	■	●	■	●	■
14	●	■	●	■	●	■
21	●	■	●	■	●	■
28	●	■	●	■		

AUGUST			
S	M	T	W
4	●	■	●
11	●		●
18	●	●	●
25	●	●	●

OCTOBER						
S	M	T	W	Th	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

NOVEMBER			
S	M	T	W
3	4	5	
10	11	12	
17	18	19	
24	25	26	

H Holidays Observed by Refuse



Fall Leaf Pick Up



Chip Sealing



Street Sweeping

JANUARY

W	Th	F	S
	1	2	3
7	8	9	10
14	15	16	17
21	22	23	24
28	29		

MARCH

S	M	T	W	Th	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

MAY

W	Th	F	S
1	2	3	4
8	9	10	11
15	16	17	18
22	23	24	25
29	30	31	

JUNE

S	M	T	W	Th	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

AUGUST

W	Th	F	S
	1	2	3
7	8	9	10
14	15	16	17
21	22	23	24
28	29	30	31

SEPTEMBER

S	M	T	W	Th	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

NOVEMBER

W	Th	F	S
		1	2
6	7	8	9
13	14	15	16
20	21	22	23
27	28	29	30

DECEMBER

S	M	T	W	Th	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				



City of Rochester

Department of Environmental Services

Bureau of Operations

945 Mount Read Boulevard, Building 200

Rochester, New York 14606

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U.S. POSTAGE
PAID
ROCHESTER, NY
PERMIT NO. 4380



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cityofrochester.gov