



City of Rochester, New York
Department of Environmental Services

At Your Service

2016-2017 Guide to Commercial & Multi-Family Refuse Collection



**Delivering
Excellence
in Service
Every Day**

Blieve.



City of Rochester, NY
Lovely A. Warren, Mayor
Rochester City Council

Rochester Has it All!

Thank you for conducting your business in the city of Rochester. You are an important part of the fabric of our community and you deserve the best services the City has to offer.



The City's Department of Environmental Services (DES) aims to keep Rochester clean, safe and healthy. This guide is your one-stop shop for information about DES Commercial Refuse services.

Use our handy calendar to find out the refuse holidays, fall leaf pickup and Clean Sweep dates, as well as the schedules for chip sealing and street sweeping.

You'll find that Rochester has the best municipal services available anywhere.

Please call **311, (585)-428-5990** outside city limits, if you have any questions, comments or concerns.

Sincerely,

A handwritten signature in blue ink that reads "Lovely A. Warren".

Mayor Lovely A. Warren

Customer Satisfaction is Our #1 Goal!

Along with our dedicated team of drivers and collectors, our staff is happy to review your current account for improvement opportunities or address any concerns you might have with our service. Our staff is committed to providing personalized, friendly service each time you call, fax or email us. Visit our website for additional information at: cityofrochester.gov/commercialrefuse/.

Call (585) 428-6928 or Fax (585) 428-6125
commercial.refuse@cityofrochester.gov
(Spanish-speaking representatives available.)



For other public works services, call 311 from 6:30 a.m. to 11 p.m. Mon.-Fri. or 7 a.m. to 11 p.m. Sat. & Sun.

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

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Delivering Excellence in Service is Our Mission!

The City of Rochester's Solid Waste Management Division offers complete and comprehensive refuse and recycling collection services. We will schedule your collection to meet your needs. All materials set out for collection must be accessible by 6:30 a.m. on your scheduled days. Call **(585) 428-6928** for further information.

Available Refuse and Recycling Containers:

- 95-gallon wheeled carts
- 2, 4, 6 and 8-yard containers
- 15 to 30-yard roll-off containers

Bulk Refuse

Customers with curbside collection must place bulk items, appliances and excess bags of trash on the curb lawn by 6:30 a.m. on your scheduled collection day. Occasional bulk collection is provided for no additional fee except appliances (see page 15).

Customers with on-property collection may have these items serviced at the collection point if the refuse vehicle normally accesses the containers on the property. If the containers are wheeled to the

vehicle and returned to the property, bulk items, appliances and excess bags of trash must be brought to the curb lawn.

Yard Debris

Place small quantities in your refuse receptacle. Service for larger landscaping projects is available for a reasonable fee with a boom truck or roll-off container. These services are just a phone call away. Call **(585) 428-6928** for further information or to schedule a pickup.

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 four 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 or business must be generated by that residence or business. It is illegal to place business or household refuse or recycling on public property, in a right-of-way or 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

We encourage and promote recycling as a sound business practice. For a list of accepted items, see page 6. We offer specialized recycling services to assist our customers in recycling to the fullest extent. (See page 15).

Recycling Guidelines

Container Recycling:

- Aerosol cans (except empty pesticide or paint cans)
- Milk, juice or soup boxes
- Glass bottles and jars
- Metal cans, pots/pans and aluminum foilware
- Defaced license plates
- Plastic containers #1- #7 **excluding Styrofoam**

Paper Product Recycling:

If it tears, it's recyclable. For example:

- Newsprint, magazines and advertisements
- Books, boxboard and flattened corrugated cardboard
- Craft, computer, colored, copier, notebook, glossy and carbonless paper
- Catalogs, brochures, file folders and pamphlets
- Wrapping paper, paper flour/sugar bags and shopping bags
- Envelopes, Post-it notes, tissue boxes and shredded paper

By June 2017: Implementation of blue 95 gallon wheeled carts in place of existing blue boxes.



Holiday Collection Schedule

There will be no refuse or recycling collection on the following holidays:

Thursday, November 24, 2016
Thanksgiving Day

Monday, January 16, 2017
Dr. Martin Luther King, Jr. Day

Monday, May 29, 2017
Memorial Day

Tuesday, July 4, 2017
Independence Day

Monday, September 4, 2017
Labor Day

Thursday, November 23, 2017
Thanksgiving Day

On these holidays, refuse and recycling collection will be delayed one day for the remainder of the week, i.e., Monday routes will be picked up on Tuesday, etc.

Normal collection schedules will be followed for the week of Christmas 2016 and New Year's Day 2017 as those holidays fall on Sunday.



The following items may not be disposed of at the curb, and must be recycled: 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.

There are several electronics recyclers in the Rochester area for businesses, not-for-profits, governments, churches, home offices and institutions. The following have both drop-off and onsite services:

Maven Technologies (585) 458-2460
maventech.com

Regional Computer Recycling and Recovery (RCRR) 1 (888) 563-1340
ewaste.com

Sunning, Inc. sunnking.com

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

In addition, the Department of Environmental Conservation has a list of electronic equipment manufacturers registered in NYS that will accept electronics for recycling posted on their website at: www.dec.ny.gov/chemical/82084.html.



The ecopark no longer accepts electronics or recyclables from businesses, not-for-profits, governments, churches, home offices and institutions. For items not accepted in the regular recycling stream as listed on page 6, contact the Commercial Refuse Office at **(585) 428-6928**.

Household Hazardous Waste disposal by small businesses, not-for-profits, governments, churches, home offices, institutions, etc. requires the completion of a form listing the items and the amounts of each waste product. The form may be downloaded from the ecopark website at: <http://www.monroecounty.gov/des-cesqg.php> OR call **(585) 753-7600**, option #3 for more information.

Call 911 for:

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

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 for Dumpster and On-Property Service Customers

Please maintain a clean and ice-free path to your receptacle. The use of rock salt and other ice melting chemicals is encouraged in the areas around your receptacle.

If you have snow plowing done on your property, please make certain that snow is not piled around the dumpster. There should be at least a two-foot path completely around your dumpster to allow for movement and hook-up to the truck.

Liquid that accumulates in the dumpster between services may freeze, hampering efforts to completely empty your receptacle. Keep liquid out of your receptacle and bag damp materials to minimize freezing. During cold weather, be assured that the dumpster will be completely emptied when the temperature rises enough to thaw out the contents.

Removing ice from the lids will help eliminate some of the liquid that drains into your receptacle, prevent lids from breaking and enables more efficient service.

Curb service customers: DO NOT place carts on top of snow banks, in the street or on the sidewalk, where they might hamper traffic and snow removal activities.



No: access unavailable for refuse pickup



No: overloaded and access unavailable for pickup



Yes: proper access for refuse pickup



Yes: proper access for refuse pickup



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 either individually, as a family, with co-workers, neighborhood, church or school groups.

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

Mark your calendars now for the Spring Clean Sweep on **Saturday, May 6, 2017.**

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.

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 talk about 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
71 Parkway, 1st Floor
Rochester, NY 14608
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



Refuse and Recycling

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

Refuse is defined as any non-hazardous, non-industrial, non-biomedical discard that is not collected as a recyclable.

Bulk refuse items such as furniture or other large non-appliances that do not fit into a refuse container may require boom truck service. These items must be curbside unless you have on-property collection and there is a paved parking area large enough for the vehicle to access. (A per item or per cubic yard disposal fee may be charged).

Other refuse

Cooking oil disposal is provided by “rendering” companies. Rendering companies are listed in the Yellow Pages.

Used motor oil can be disposed of at auto repair shops and automotive stores.

Recycling regular household and business recyclables are listed on page 6.

Special Recycling

Appliances such as refrigerators, hot water tanks, washers, etc. placed at the curb will be recycled. Please do not place any appliances in your refuse receptacle. There is a removal fee of \$5 per appliance.

Rimless tires are collected for \$2 per tire. Rimless passenger truck tires are collected for \$3.90 per tire. If the recycling vehicle is able to pull onto the property, tires may be collected on the property, otherwise they must be placed curbside. The service crew will order removal for you.

Pallets and Wood are recyclable if they are free from contaminants such as glass, metal, paint, coatings or toxins. A hauling or recycling fee may be charged.

What We Can't Collect

Electronics see pages 8 and 9.

Fluorescent bulbs and tubes contain mercury and are not disposable as refuse. These are accepted at the ecopark's Household Hazardous Waste disposal.

Call 911 for:

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



CITY OF ROCHESTER 2017 Service Calendar

H Holidays Observed by Refuse

 Fall Leaf Pick Up

CS Clean Sweep

 Chip Sealing

 Street Sweeping

JANUARY

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				

FEBRUARY

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MARCH

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JUNE

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JULY

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30	31					

AUGUST

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SEPTEMBER

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OCTOBER

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NOVEMBER

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DECEMBER

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31						



City of Rochester

Lovely A. Warren, Mayor

City Hall, Room 308A

30 Church Street

Rochester, NY 14614-1284

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