



CITY OF ROCHESTER, NEW YORK
Department of Environmental Services



2024-2025

At Your Service

Environmental Services Guide

Delivering
**Excellence
in Service**
Every Day



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

JOIN US IN KEEPING ROCHESTER CLEAN AND GREEN

We appreciate you being part of our community! Together, we can protect our clean air, water, and land. By properly disposing of household and yard waste, you help make our city streets safer and improve the health and well-being of all our residents.



In this brochure, you'll find key information about the services offered by the Department of Environmental Services.

Check out the Service Calendar on the last page to stay informed about our collection and management schedule. It covers:

- Holiday delays for regular refuse and recycling pickup
- Fall leaf collection dates
- Street sweeping and chip sealing schedules

If you have any questions, comments, or concerns, please call **311**, or **(585) 428-5990** if you are outside the city limits. We are dedicated to providing excellent customer service to everyone in the community.

The City of Rochester needs your help to build a cleaner, greener, and more sustainable city for all. Let's get started!

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 28, 2024

Christmas Day

Wednesday,
December 25, 2024

New Year's Day

Wednesday,
January 1, 2025

Dr. Martin Luther King, Jr. Day

Monday,
January 20, 2025

Memorial Day

Monday,
May 26, 2025

Juneteenth

Thursday,
June 19, 2025

Independence Day

Friday, July 4, 2025

Labor Day

Monday,
September 1, 2025

Thanksgiving Day

Thursday,
November 27, 2025

Christmas Day

Thursday,
December 25, 2025

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!**

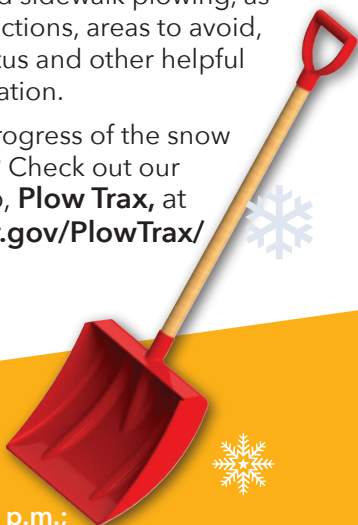
WINTER TIPS

- 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/PlowTrax/**



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.



RESPECT ROCHESTER... SHOWING PRIDE IN OUR CITY

Respect Rochester serves as a rallying call for residents, businesses, and government to unite in creating a cleaner, safer, and healthier community.

Alongside City efforts, property owners, business operators, and neighbors are encouraged to access services or participate in events for ongoing beautification projects throughout the year.

For more information visit
cityofrochester.gov/respect-rochester

HOW TO PARTICIPATE:

Come to Clean Sweep

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.)

Organize a Mini Sweep

Mini Sweeps are mini-Clean Sweep events, organized by the community and supported by the City. Contact your Neighborhood Service Center to schedule your Mini Sweeps. Mini Sweeps can help you and your block club or neighborhood organization improve an area that needs a little love.

Spring Clean Sweep date to be determined.





Help Remove Graffiti

The "Defacer Eraser" program removes graffiti from City-owned structures in the right-of-way like litter receptacles, benches, and trees. The City also removes graffiti from structures on private property like buildings.

Know your Refuse and Recycling Schedule

The Solid Waste Management Division is proud to provide Rochester residents and businesses with the best refuse and recycling collection service possible, including up to date scheduling, how to replace bins.

Report Illegal Dumping

If you witness illegal dumping on public land within the city of Rochester, report the incident to 311 (if you are calling from outside the city limits, call 585-428-5990). You can help keep your neighborhood or place of business neat and tidy!

Get That Vacant Lot Cleaned Up!

Is there a vacant lot in your neighborhood or commercial corridor that is an eyesore? Whether it is a City or privately owned lot we are here to help.

Get Help with an Extra Trash Pick-Up

You can now call for an extra service and we'll provide collection on the next business day! This is an on-demand service and is available for a fee.

Tenants moving out before the next collection day?

Having a gathering that will generate extra trash?

Want to do some cleaning and have debris removed before the next service day?

Need debris removed from a small home improvement project?



IMPORTANT DES DATES

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

FALL LEAF COLLECTION

Nov. 4–22, 2024

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, 2025

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 7 - Aug. 1, 2025

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.

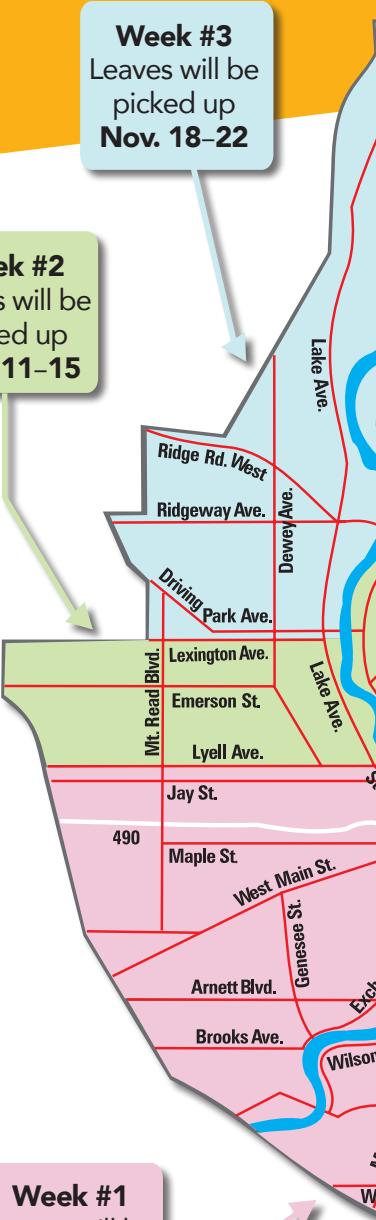
2024 FALL LEAF PICK UP SCHEDULE

Tear along perforated line

Week #3
Leaves will be picked up
Nov. 18–22

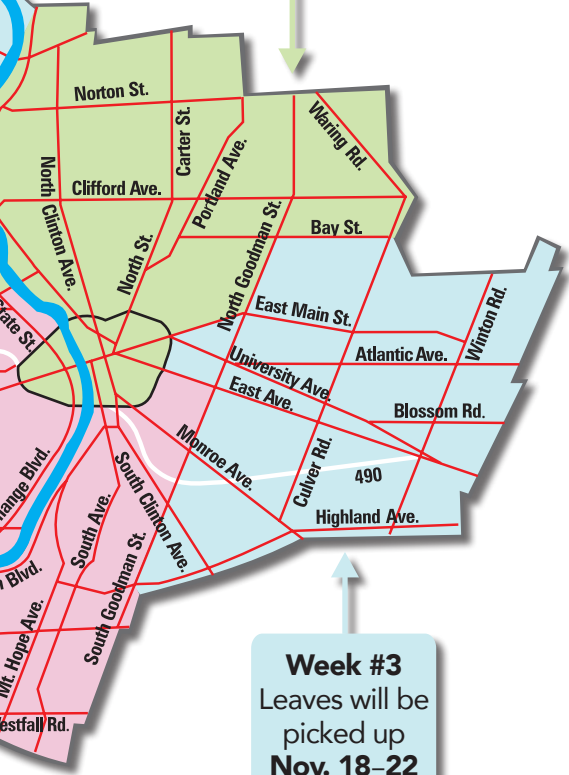
Week #2
Leaves will be picked up
Nov. 11–15

Week #1
Leaves will be picked up
Nov. 4–8



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. 11-15



Week #3
Leaves will be
picked up
Nov. 18-22

CITY OF ROCHESTER 2025 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	15	16	17	18
19	H ²⁰	21	22	23	24	25
26	27	28	29	30	31	

FEBRUARY			
S	M	T	W
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9	10	11	
16	17	18	
23	24	25	

APRIL						
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13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

MAY			
S	M	T	W
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18	●	19	●
25	H ²⁶	●	●

JULY						
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13	●	14	●	15	●	18
20	●	21	●	22	●	25
27	●	28	●	29	●	31

AUGUST			
S	M	T	W
3	●	4	●
10	●	11	●
17	●	18	●
24	●	25	●
31	●	●	●

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
2	●	3	●
9	●	10	●
16	●	17	●
23	●	24	●
30	●	●	●

H Holidays Observed by Refuse



Fall Leaf Pick Up



Chip Sealing



Street Sweeping

FEBRUARY

W	Th	F	S
			1
5	6	7	8
12	13	14	15
19	20	21	22
26	27	28	

MARCH

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9	10	11	12	13	14	15
16	17	18	19	20	21	22
23 30	24 31	25	26	27	28	29

MAY

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21	22	23	24
28	29	30	31

JUNE

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15	16	17	18	19 H	20	21
22	23	24	25	26	27	28
29	30					

AUGUST

W	Th	F	S
		1	2
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13	14	15	16
20	21	22	23
27	29	29	30

SEPTEMBER

S	M	T	W	Th	F	S
	1 H	2	3	4	5	6
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14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

OCTOBER

W	Th	F	S
			1
5	6	7	8
12	13	14	15
19	20	21	22
26	27 H	28	29

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 H	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

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



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cityofrochester.gov