



CITY OF ROCHESTER, NEW YORK
Department of Environmental Services



2024-2025

At Your Service

Guide to Commercial &
Multi-Family Refuse Collection

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

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.)



**CLICK OR CALL TO
CONNECT**

For other public works services, call 311: 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, 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 (City-owned), water billing, water emergencies, water meter reading and water quality.

TABLE OF CONTENTS

Refuse Service	4
Bulk Refuse	4
Report Illegal Dumping	5
Recycling Guidelines	6
Holiday Collection Schedule	7
Special Refuse and Recycling Information	8, 9
Household Hazardous Waste	10, 11
Winter Tips	12, 13
Respect Rochester, Clean Sweep	14, 15
Fall Leaf Collection Guidelines & Map	tear off
At Your Service Calendar	back/tear off



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:

- 96-gallon wheeled containers
- 2, 4, 6 and 8-yard containers
- 20 and 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 9). Nails in wood must be removed or pounded down.

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. All items must be at the collection point by 6:30 a.m. on the scheduled collection day.

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.

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 9).



RECYCLING GUIDELINES

Container Recycling:

- Milk, juice or soup boxes
- Glass bottles and jars
- Metal cans and aluminum foilware
- Defaced license plates
- Plastic bottles, jars, jugs and tubs

Paper Product Recycling:

- Newsprint, magazines and advertisements
- Soft-cover 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/shopping bags, shredded paper in **PAPER BAGS ONLY**
- Envelopes (including window), Post-It notes, flattened tissue boxes

Styrofoam, single-use plastic cups, plastic bags and wrappings CANNOT BE RECYCLED.





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



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 placed curbside unless you have on-property collection and there is a paved parking area large enough for the vehicle to access. A disposal fee may be charged on a per-item or per cubic-yard basis.

Other refuse

Cooking oil disposal is provided by "rendering" companies. Rendering companies can be found online by searching cooking oil disposal service.

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

Recycling

See page 6 for regular household and business recyclables.



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 \$15 per appliance.

Rimless tires are collected for an additional fee 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 10 and 11.

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

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

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.

In addition, the NYS 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: **dec.ny.gov/chemical/65583.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 CESQG form may be downloaded from the ecopark website at: **monroecounty.gov/des-cesqg** 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 from the container to the curb. 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 wide 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 enable more efficient service.



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



No: Overloaded and access unavailable for pickup



Yes: Proper access for refuse pickup

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?

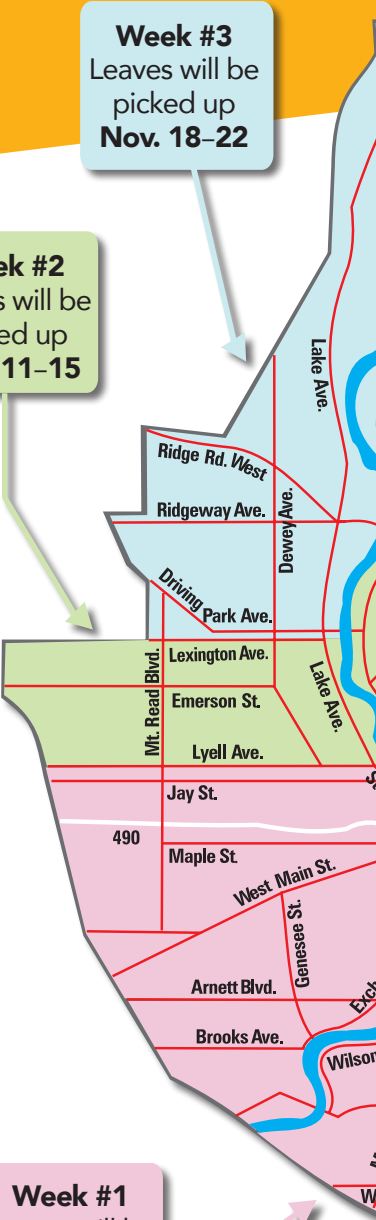
2024 FALL LEAF PICK UP SCHEDULE

Tear along perforated line

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

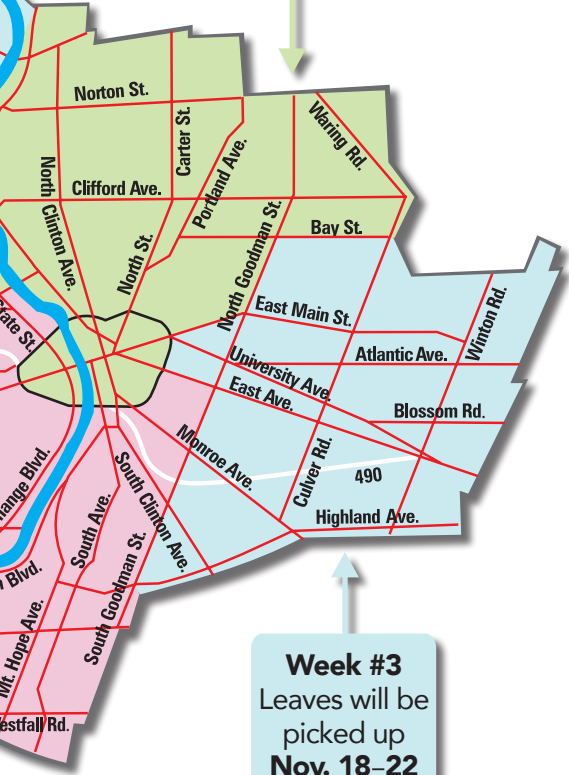
Week #2
Leaves will be picked up
Nov. 11–15

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
2	3	4	
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			
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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
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10	●	11	●
17	●	18	●
24	●	25	●
31	●	●	●

OCTOBER						
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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
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MARCH						
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JUNE						
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29	30					
	●					

AUGUST			
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SEPTEMBER						
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28	29	30				
	●	●				

OCTOBER			
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DECEMBER						
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14	15	16	17	18	19	20
21	22	23	24	25	26	27
				H		
28	29	30	31			



City of Rochester

Department of Environmental Services

Bureau of Operations

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Rochester, New York 14606

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