



CITY OF ROCHESTER, NEW YORK
Department of Environmental Services



2023-2024

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

ROCHESTER: CLEAN, GREEN, SUSTAINABLE

Thank you for investing in Rochester! The City of Rochester is committed to caring for our environment. We count on you to help us protect and preserve our clean air, water and land. Taking time to properly dispose of any waste contributes to safer city streets and to the health and well-being of our businesses and residents.



With this brochure you will find the information you need to take full advantage of the Commercial Refuse 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

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 |
| 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 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



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

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 and 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

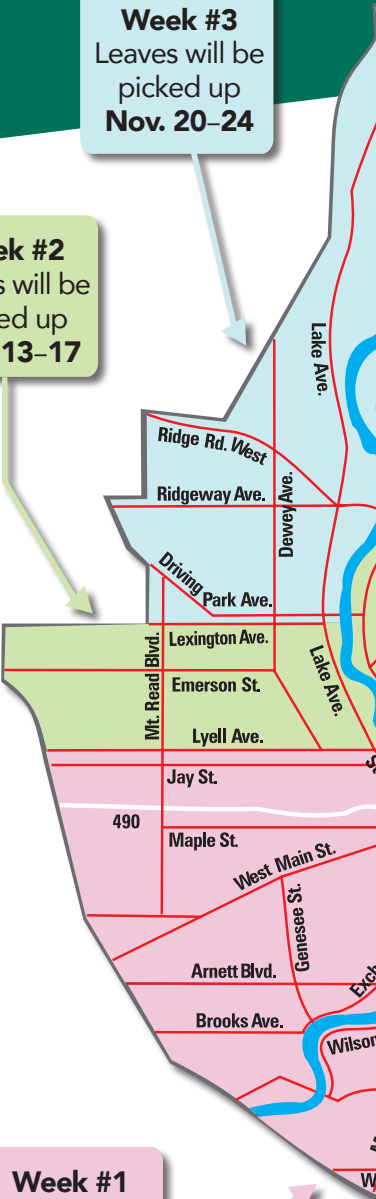
320 N. Goodman St.
Suite 209
Rochester, NY 14607
(585) 428-7640

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 | | | |
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| APRIL | | | | | | |
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| MAY | | | |
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| JULY | | | | | | |
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| AUGUST | | | |
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| 25 | ● | ● | ● |

| OCTOBER | | | | | | |
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| 13 | 14 | 15 | 16 | 17 | 18 | 19 |
| 20 | 21 | 22 | 23 | 24 | 25 | 26 |
| 27 | 28 | 29 | 30 | 31 | | |

| NOVEMBER | | | |
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| 10 | 11 | 12 | |
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H Holidays Observed by Refuse



Fall Leaf Pick Up



Chip Sealing



Street Sweeping

JANUARY

| W | Th | F | S |
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| 28 | 29 | | |

MARCH

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| 17 | 18 | 19 | 20 | 21 | 22 | 23 |
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MAY

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JUNE

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AUGUST

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SEPTEMBER

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

NOVEMBER

| W | Th | F | S |
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| 27 | 28 | 29 | 30 |

DECEMBER

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| 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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cityofrochester.gov