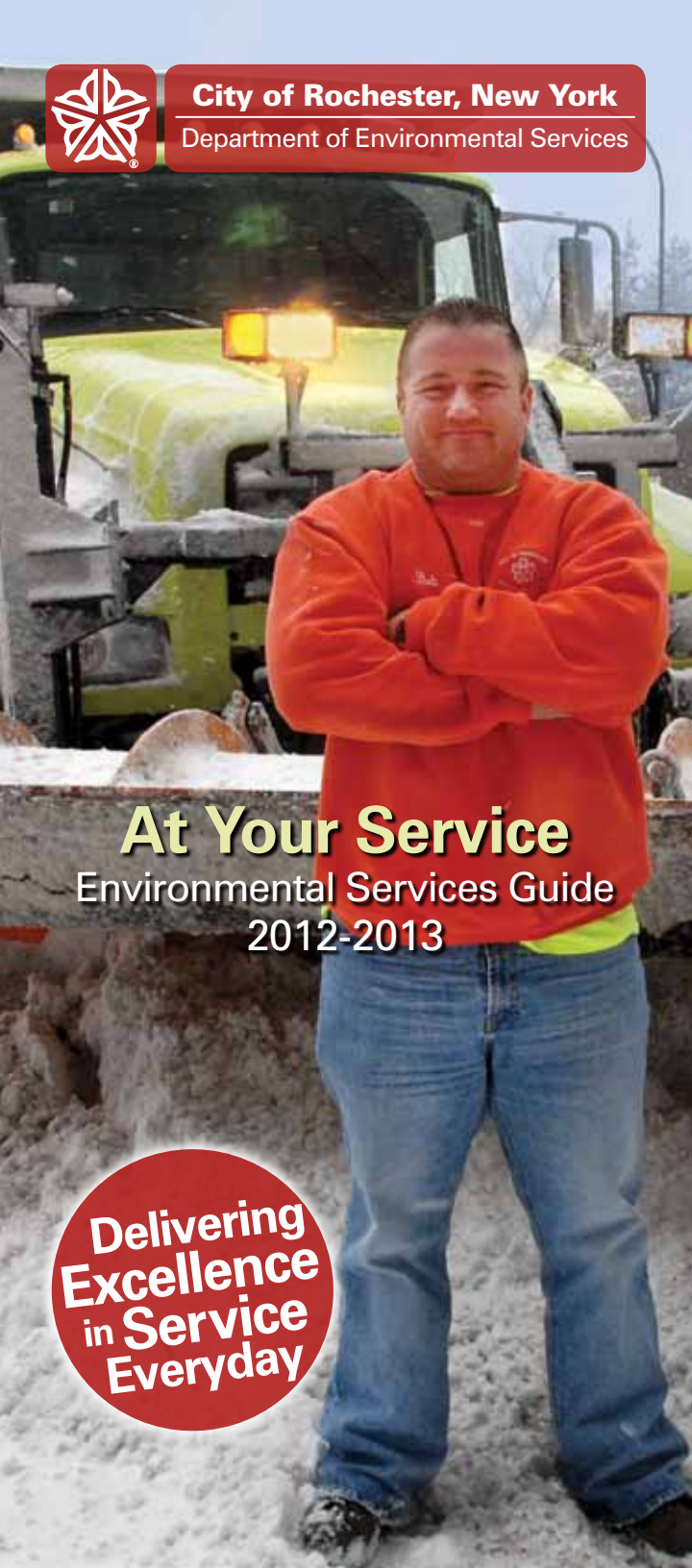
City of Rochester, New York

Department of Environmental Services



At Your Service

Environmental Services Guide 2012-2013

Delivering Excellence in Service Everyday

Message from the Mayor

Dear City Resident:

Providing you with excellent service is our mission. A clean and healthy environment improves the safety of our city and creates a good atmosphere for education and economic development. I am proud of our Environmental Services team. They work hard year-round to provide the best public works you'll find anywhere.

This issue of ***At Your Service...2012-13 Environmental Services Guide*** is your handy source of information, guidelines and important dates that will help you make the most of city living. If you have a comment or a question, please call **311** or outside of the city, call **428-5990**.

Sincerely,

Mayor Tom Richards

311 one call to City Hall
Rochester, New York

Open 24-Hours-A-Day!
Outside the city, call 428-5990

TTY 428-7600

Spanish-speaking representatives available

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

Table of Contents

Refuse Service 4
Bulk Refuse Guidelines 4
Report Illegal Dumping 5
Recycling 6
Holiday Collection Schedule 7
Household Hazardous Waste 8, 9
Winter Tips 10, 11
Clean Sweep 12, 13
Fall Leaf Collection Guidelines & Map 14-17
Street Sweeping 15
Chip Sealing 15
At Your Service Calendar ..... back of tear off

Refuse Service

Customer Service at its finest!

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

Curbside Service

You are entitled to curbside pick-up of your household refuse and recyclables. Place your refuse and recycling bins 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.

Your Rolling Refuse Cart

The rolling refuse cart makes it easy to bring your throw-away items to the curb. If your cart is full, you may use plastic bags or other containers. Please call 311 to request an additional cart if needed. On collection day, please place your cart 3 feet from any obstructions, additional carts or containers. Observe weight restrictions of 200 lbs per cart and 30 lbs per bag or container.

Remove your refuse & recycling containers from the curb within 24-hours after your collection day and store your cart in the side or backyard of your premises. Recycle bins may be kept indoors.

Bulk Refuse

Have large items? We'll take them.

Bulk refuse items are picked up 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.

Do not obstruct sidewalks or streets with refuse or scattered debris.

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 then call **311.** You could receive a $100 reward, upon conviction and redress.

Know Your Collection Day

The City will collect your refuse and recycling on the same day each week. If you do not know what your collection day is, please call **311.**

More questions on refuse? Call 311
Outside the city, call 428-5990.

Recycling

Everyone should be recycling but not nearly enough do it. Recycling is the law in Monroe County. Recyclables are collected once a week on your designated refuse pickup day.

It's Easy

Remember, if it tears, it's recyclable! You can also recycle your drink cartons, juice boxes, cans, #1 – #7 imprinted plastics, glass bottles and jars. Simply rinse out your recyclable containers (you don't need to remove labels) and place them on top of the paper in your recycle bin. Bring plastic shopping bags back to the grocery store rather than placing them in your recycle bins.

Make it a Habit

The rewards of recycling are great: you preserve the environment and reduce demand on our natural resources. Make it a habit to separate your recyclables from the trash. Organizing your recycle box can help the City's collection run smoother and faster.

Holiday Collection Schedule

On these scheduled 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.

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

November 22, 2012
Thanksgiving Day

December 25, 2012
Christmas Day

January 1, 2013
New Year's Day

January 21, 2013
Martin Luther King Jr. Day

May 27, 2013
Memorial Day

July 4, 2013
Independence Day

September 2, 2013
Labor Day

November 28, 2013
Thanksgiving Day

December 25, 2013
Christmas Day

Ecopark provides County residents with a "one-stop drop-off" to dispose of or recycle certain items. Ecopark is also available for businesses, churches and not-for-profits for a fee. There are two categories of drop-off services:

Regular Collections: available to residents only, Wednesday – Saturday, 7:30 am to 1 pm, to accept items like:

- 1 & 20 lb propane tanks, fire extinguishers and helium tanks
- Bulky plastics
- Cooking oil & grease
- Clothing
- Curbside recyclables
- Electronic waste (cell phone, monitor, TV, keyboards, etc.)
- Light Bulbs (fluorescent, CFL, HID, tubes & ballasts)
- Mercury (thermometer & thermostat)
- Scrap metal
- Sharps & Syringes
- Styrofoam

Special Collections:
Open several times a month to accept all Regular Collection items and Household Hazardous Waste. Appointment required for HHW. May schedule on-line or call **753-7600, option # 3.**

Other acceptable items include:
- Driveway sealer
- Fuel (gas, diesel, kerosene and home heating oil)
- Photo chemicals
- Pool Chemicals

The following is accepted only from households:
- Unwanted medications
- Refrigerant-containing items ($15 fee)
- Passenger vehicle tires ($3 fee)

NOT ACCEPTABLE at Ecopark
- 55 gallon drums
- Asbestos and asbestos shingles
- Cans of dried paint (place in trash)
- Every day 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)

Call 911 for:
- **Explosives/Ammunition/Flares**
- **Black & Smokeless Powder**
- **Shock-Sensitive Materials**

If you don't see an item here, please visit ecopark web site at:
www.monroecounty.gov/ecopark

Businesses, churches and not-for-profits will be charged a fee for special collection items & must complete a CESQG form. The form is available on the ecopark website. For more information call: 753-7600, option # 3.

Winter Tips

- To accommodate street snow plowing, strictly observe parking regulations, especially alternate parking.
- It is against the law to shovel or plow snow from private property onto sidewalks, roadways or fire hydrants.
- Keeping your sidewalk clear and safe in the winter is the property owner and/or the ground floor tenant's responsibility. The city provides supplemental sidewalk plowing on all sidewalks when snowfall exceeds four (4) inches and on arterial sidewalks as conditions warrant.

- When snow is 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 or in the street or on the sidewalk, where they may 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 for the start and anticipated completion times of roadway and sidewalk plowing runs as well as parking restrictions, areas to avoid, refuse collection status and other helpful snow-related information.

Questions about winter services?
Call 311
Outside the city, call 428-5990.

Rochester's Clean Sweep... Showing Pride in our City

Clean and attractive 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 sweep streets, remove graffiti, clean city properties, alleys and underpasses and repair potholes and unsafe sidewalks. They trim trees, plant flowers and spruce up city parks, playgrounds and recreation centers.

You can help too!

Everyone is welcome to join Clean Sweep. Join the thousands of others who have taken part either individually, as a family, with co-workers or with block, neighborhood or school groups.

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

Mark your calendars now for Spring Clean Sweep 2013: April 27, May 4, 11, and 18.

Keep It Clean!

All of the great things that come from Clean Sweep will be undone if we don't stop littering.

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

Let's be a litter free community by leading by example and teaching our youth about the very harmful effects of littering.

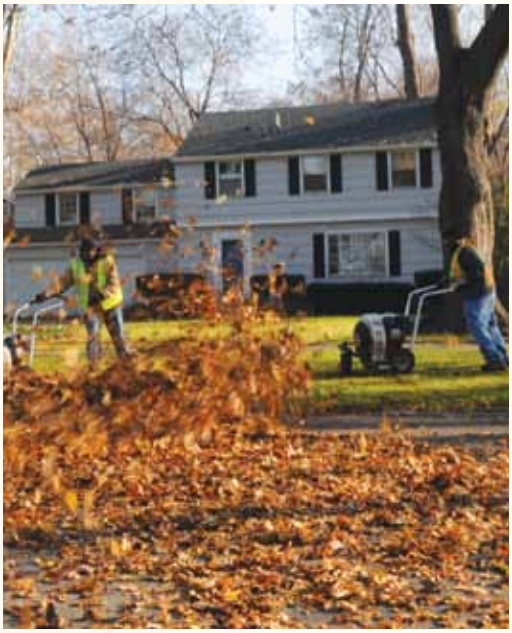
ROCHESTER'S CLEAN SWEEP
showing pride in our city!

Important DES Dates

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

Fall Leaf Collection
October 29–November 23, 2012

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, 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 am to 7 pm daily, April through December.**



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 also be bagged and placed at the curb on your regular refuse collection day. Loose leaves may also be dropped off at Ferrano and Colfax Streets.

Street Sweeping
May 6–September 27, 2013

Major arterial streets are swept twice a week, and residential streets are swept **once monthly**. Sweeping of city streets may start in early spring and continue through October, weather permitting.

Chip Sealing
June 10–August 30, 2013

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.

Spring Clean Sweep 2013
April 27, May 4, 11, & 18

2012 Fall Leaf Pick Up Schedule

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

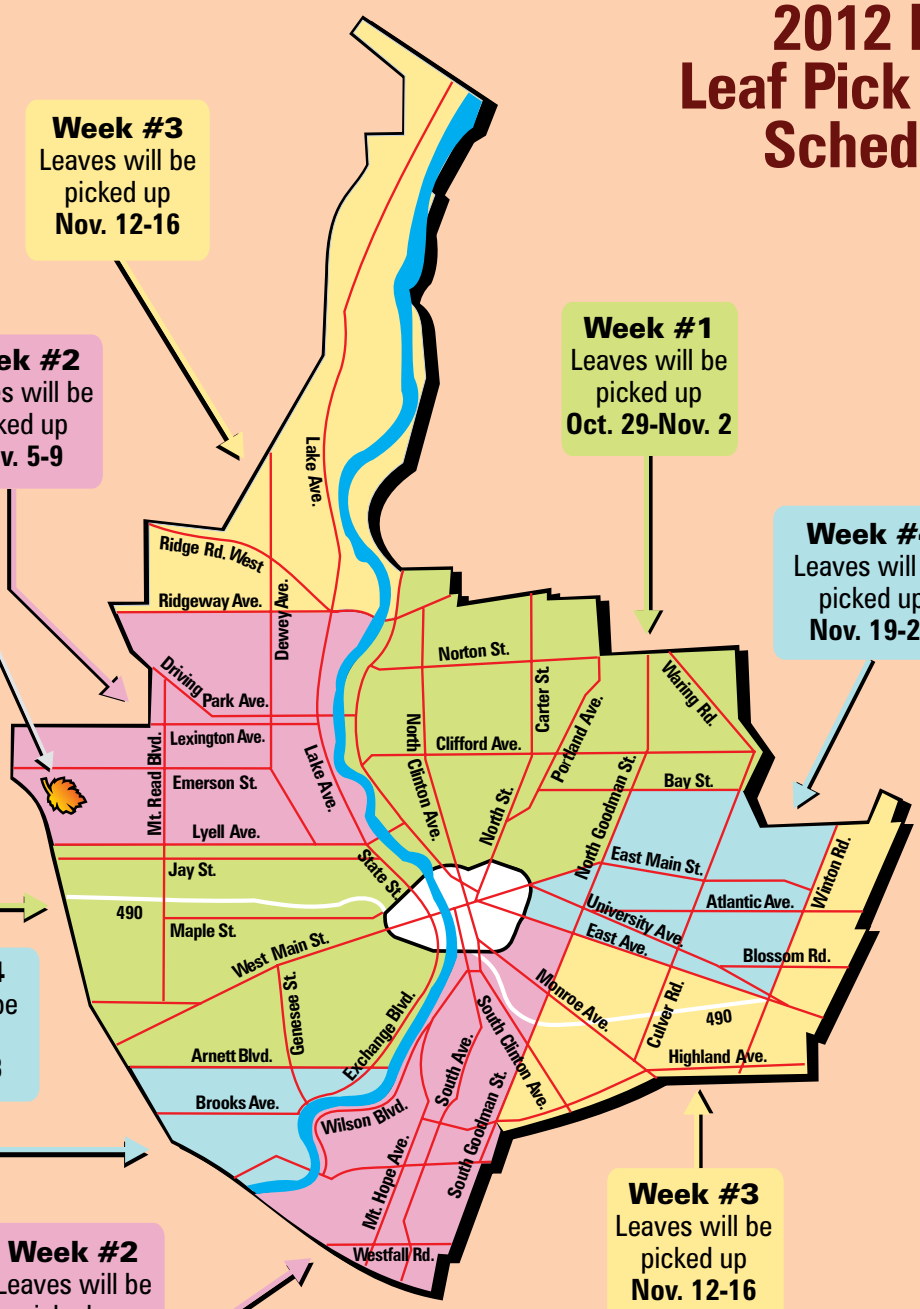
Week #3
Leaves will be picked up
Nov. 12-16

Week #2
Leaves will be picked up
Nov. 5-9

Loose Leaf Drop Off Site
Ferrano & Colfax Streets

Week #1
Leaves will be picked up
Oct. 29-Nov. 2

Week #4
Leaves will be picked up
Nov. 19-23



Week #1
Leaves will be picked up
Oct. 29-Nov. 2

Week #4
Leaves will be picked up
Nov. 19-23

Week #3
Leaves will be picked up
Nov. 12-16

Week #2
Leaves will be picked up
Nov. 5-9

Tear along perforated line

one city ROCHESTER

Thomas S. Richards, Mayor
City of Rochester, NY

CITY OF ROCHESTER

2013 Service Calendar

H Holidays Observed by Refuse | Fall Leaf Pick Up | CS Clean Sweep | Chip Sealing | Street Sweeping

JANUARY

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OCTOBER

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NOVEMBER

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DECEMBER

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