



City of Rochester, New York
Department of Environmental Services

AT YOUR SERVICE

Environmental Services Guide
2019-2020



**Delivering
Excellence
in Service
Every Day**



**KEEP ROCHESTER
BEAUTIFUL**

KEEP AMERICA BEAUTIFUL AFFILIATE

B*lieve.*



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



ROCHESTER HAS IT ALL!

From sidewalks to streetlights; refuse and recycling; to world class parks and forestry operations, Rochester residents enjoy the best municipal services available anywhere. The City's Department of Environmental Services (DES) aims to keep our

city clean, safe and healthy, year-round.

This issue of **At Your Service...2019-20 Environmental Services guide** contains all the information you need about DES services: schedules for refuse and recycling collection (including the holiday schedule); fall leaf collection, street sweeping and chip sealing.

Learn about recycling guidelines and disposal of household hazardous waste and find out about volunteer opportunities for helping to keep your neighborhood shining.

Thank you for being a city of Rochester resident. Please call **311**, or **(585) 428-5990** outside city limits, if you have any questions, comments or concerns.

Sincerely,

Mayor Lovely A. Warren



KEEP ROCHESTER BEAUTIFUL (KRB)

The program mobilizes volunteers each year to improve the community through litter reduction,

managing solid waste responsibly, expanding recycling and composting, beautifying vacant lots, highways and other public spaces, and planting trees and flowers. To participate, please contact Morgan Barron, Executive Director of KRB, at Morgan.Barron@CityofRochester.gov or (585) 428-6855.



Open Mon.-Fri. 7 a.m. to 11 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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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 www.cityofrochester.gov/residentialrefuse.

Your Rolling Refuse Container

The rolling refuse container makes it easy to bring your throw-away items to the curb. If your container is full, you may use plastic bags or other containers. 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, 60 lbs per container and 30 lbs per bag.

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 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 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. Please remove your recycling containers from the curb within 24 hours of your collection day and store your container on your premises.

It's Easy

Remember, if it tears, it's recyclable!

You can also recycle your drink cartons, juice boxes, cans, glass bottles, glass jars and plastic bottles, jars, jugs and tubs, **excluding Styrofoam and single use cups**. Simply rinse out your recyclable containers (you don't need to remove labels) and place them in your recycle container. Bring plastic shopping bags back to the grocery store rather than placing them in your recycle container.

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.

The City will collect your recyclables once every other week on the same day as your regular collection. If you do not know what your collection day is, please call **311** or go to www.cityofrochester.gov/residentialrecycling



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, 2019

Christmas Day

Wednesday, December 25, 2019

New Year's Day

Wednesday, January 1, 2020

Dr. Martin Luther King, Jr. Day

Monday, January 20, 2020

Memorial Day

Monday, May 25, 2020

Labor Day

Monday, September 7, 2020

Thanksgiving Day

Thursday, November 26, 2020

Christmas Day

Friday, December 25, 2020





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 pm and Saturdays, 7:30 am–1 pm (closed on holidays, Thanksgiving and Christmas weekends.)

Residents may recycle the following items for free and without an appointment:

- Non-cathode ray tube (non-CRT) electronic waste
- Scrap metal
- Clothing (for donation)
- Bulky plastics
- Document destruction (shredding)
- Unwanted medications
- Fluorescent lights
- Sharps / syringes
- Propane tanks (1 & 20 lbs)
- Empty Rx bottles
- Clean & dry plastic bags & product wrap
- Clean Styrofoam (#6) packing
- Rechargeable batteries (no alkaline)
- Flags (U.S.)

Residents may recycle the following Household Hazardous Wastes (HHW) for free by appointment only, schedule at www.monroecounty.gov/ecopark

- Oil-based or latex paint
- Wood stain & preservatives

Residents may also recycle electronics by contacting:

Maven Technologies
(585) 458-2460
maventech.com

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

Sunnking, Inc.
(585) 637-8365
sunnking.com

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

- Automotive fluids (except motor oil)
- Pesticides & fertilizers
- Fuel (gas, diesel, kerosene, home heating oil)
- Flammable products (thinners, strippers, solvents, glues)
- Household cleaners
- Driveway sealer
- Pool & photo chemicals
- Cooking oil /cooking grease

Items that Require a Fee:

- Refrigerant-containing appliances (refrigerators/freezers, air conditioners, dehumidifiers) \$15 each
- CRT picture tube TVs & monitors \$15 each
- Broken tube TVs & monitors \$25 each
- Flat screen TVs & monitors \$5 each
- Passenger vehicle tires \$5–10 for rimless tires \$12–18 for tires on rims

NOT ACCEPTABLE at ecopark:

- 55 gallon drums
- Asbestos & asbestos shingles
- Cans of dried paint (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)

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

- 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.



**Questions
about winter
services? Call 311**

**Mon.-Fri. 7 a.m. to 11 p.m.;
Sat. & Sun. 9 a.m. to 5 p.m.**

Outside the city, call (585) 428-5990.



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, or call 311 (585-428-5990 if calling from outside of the city.)

Mark your calendars now for the Spring Clean Sweep on **Saturday, May 9, 2020.**

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 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

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





IMPORTANT DES DATES

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

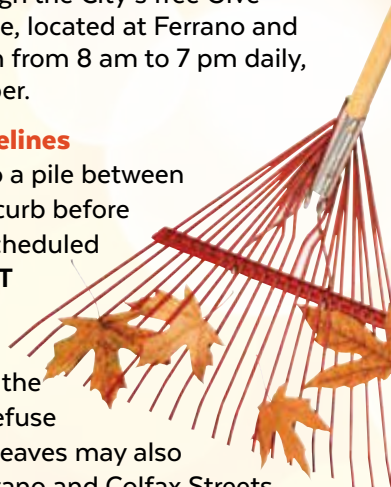
Fall Leaf Collection

November 4-22, 2019

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 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 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.



Spring Clean Sweep

May 9, 2020

Street Sweeping

May 1-September 30, 2020

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

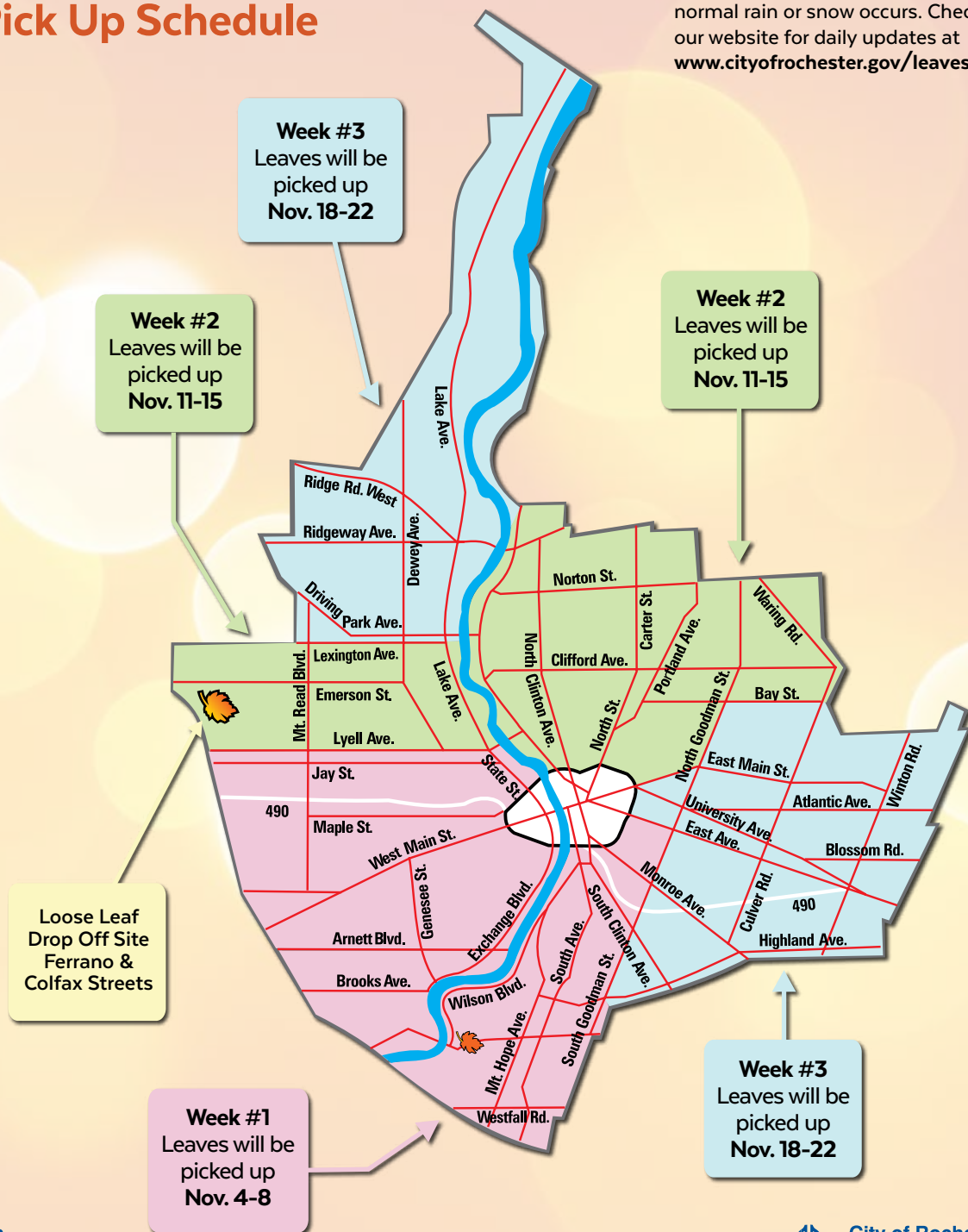
June 8-July 24, 2020

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.

2019 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.

Tear along perforated line



2020 Service Calendar


 Holidays
Observed
by Refuse
Fall Leaf
Pick UpClean
SweepChip
SealingStreet
Sweeping

JANUARY

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NOVEMBER

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DECEMBER

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20	21	22	23	24	25	26
27	28	29	30	31		



City of Rochester

Lovely A. Warren, Mayor

City Hall, Room 308A

30 Church Street

Rochester, NY 14614-1284

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