



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

Believe.



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



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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KEEP ROCHESTER BEAUTIFUL  
KEEP AMERICA BEAUTIFUL AFFILIATE

### 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.



## **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](http://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](mailto: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](http://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**

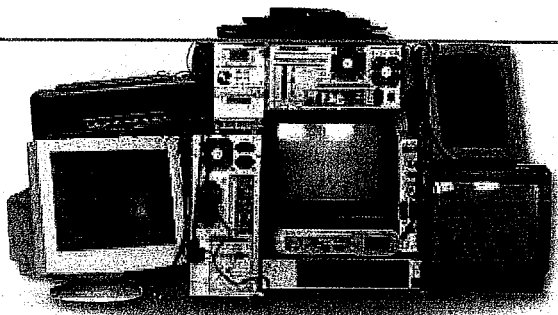
Monday, September 7, 2020

### **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.

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.



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](http://www.monroecounty.gov/ecopark)**

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

- 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