

# 2023 CUSTOMER SERVICE GUIDE

Working together to keep our  
community clean



Community Beautification  
and Waste Management



**CITY OF  
TALLAHASSEE**

RECYCLING • GARBAGE • YARD WASTE • BULKY ITEMS



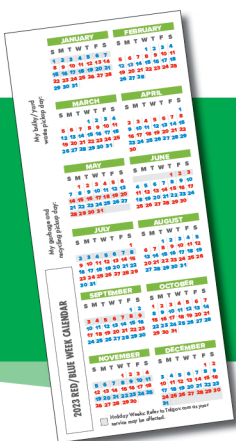
## ABOUT THE GUIDE

As a community, it's up to all of us to do our part in keeping our city clean. By following the instructions and principles listed inside this guide, we can ensure the cleanliness of our community and our environment – helping to keep Tallahassee a place we all love to call home.

At the City of Tallahassee, we are committed to preserving the charm and natural beauty of our city. We encourage utility customers like yourself to learn about the Community Beautification and Waste Management services that we offer.

In this customer service guide, you can find helpful information about recycling and garbage collection, yard waste/bulky item sorting and pickup, storm debris and household hazardous waste. We encourage you to keep this handy guide in a place you and your family can easily and quickly reference it throughout the year.

Reminder: This guide contains your detachable **2023 Red/Blue Week Calendar.**





## RECYCLING

One of the most important things we can do to preserve our community's natural beauty is to use fewer resources and recycle more. Knowing what items are recyclable and how to properly recycle those items is the first step to ensuring that our community flourishes for years to come.

If you live within the Tallahassee city limits, then you should have a recycling container in addition to a garbage collection container. Customers who live in an apartment complex may have a different setup. If for some reason your home does not have a recycling container, you can request one using the City's official app, DigiTally. This app is free to download from the Apple and Google Play stores. You can also request a recycling container by calling 850-891-4968.

With single-stream recycling, there is no need to sort your recycling. Simply gather your recyclable items and place them loose in your container to be picked up on your designated collection day. Do not put anything in a plastic bag, as they can not be recycled.



## ITEMS THAT CAN BE PLACED IN YOUR RECYCLING CONTAINER:

- Plastic (shampoo/conditioner bottles, soda bottles, yogurt cups, milk cartons, peanut butter jars, etc.)
- Glass (beverage bottles, sauce jars, etc.)
- Metal (beverage cans, soup cans, tuna fish cans, aluminum soda cans, etc.)
- Paper and cardboard (newspapers, magazines, paper bags, cereal boxes, etc.)

## ITEMS THAT CANNOT BE PLACED IN YOUR RECYCLING CONTAINER BUT SHOULD STILL BE RECYCLED OR PROPERLY DISPOSED OF INCLUDE:

- Plastic bags and egg cartons, which can be taken to most grocery stores
- Styrofoam and packaging materials, which can be taken to most shipping stores
- Car batteries, which can be taken to most automotive stores
- Clothing, which can be donated to thrift stores
- Household hazardous wastes—such as paints, fuels, pesticides, electronics, tires, batteries, etc.—should be taken to the Leon County Solid Waste Management facility at 7550 Apalachee Parkway
- Cooking oil can be taken to the City's Fleet Management at 400 Dupree Street or Community Beautification and Waste Management at 2727 Municipal Way



When non-recyclable items or contaminants are placed in your recycling container, they can taint an entire load of recyclables, leading to that load being dumped into the landfill. Each year, tons of recyclable items are rejected due to a small amount of contamination.

By recycling today, we're doing great things for our future. We're minimizing the immediate impact to our environment, and we're helping to develop sustainable habits in our children and future generations.

## GARBAGE COLLECTION

According to the Environmental Protection Agency, as much as 60-75 percent of waste that accumulates in landfills can be recycled. For your household waste items that cannot be recycled and are non-hazardous, there is garbage collection. These items should be placed in plastic bags, then placed in your garbage container.

All household garbage must be placed inside your City-issued garbage container with a closed lid for service; extra bags or waste left loose beside the container will not be picked up. Non-issued containers placed at the curb are assumed to be garbage and may be damaged or disposed of. The maximum weight allowed for each garbage container is 100 pounds. Construction debris, yard waste and fireplace ashes should not be placed in your garbage container. Customers are responsible for cleaning their own garbage container(s).



When setting garbage and recycling containers out for pickup, place them behind the curb, off the sidewalk and out of the street.

Please remember to place your containers behind the curb by 6:30 a.m. on your designated service day (no earlier than the day before service) and return them to the appropriate storage location near your home no later than the day following your service day.

According to local ordinance, the appropriate storage location for garbage and recycling containers is within your carport, garage or other building or adjacent to the front, side or rear wall of your residence.

Customers who choose not to follow the local ordinance will receive notices of violation. On the third violation within a rolling 12-month period, customers will be placed on mandatory Premium Service, which comes with an additional cost, for one year. After one year, customers must request to be removed from Premium Service.

Following these guidelines will help reduce litter and aid in pest/odor control, helping to keep our community tidy and pristine.

## YARD WASTE

After sprucing up your lawn, we can help remove your unwanted yard debris. Please bag or box limbs, leaves and trimmings and place them behind the curb no earlier than the weekend before your designated Red or Blue Week. See the attached **Red/Blue Week Calendar** in this booklet.

Pile your yard debris behind the curb for pickup. Limbs must be smaller than 4 inches in diameter and less than 6 feet long. Each pile of limbs and shrubs must be smaller than 6 feet long, 4 feet wide and 4 feet high.

**Please note tree cutting and landscaping service contractors are required to dispose of any and all generated yard waste themselves.**



## HOW AND WHEN TO PLACE YARD DEBRIS NEXT TO THE CURB:

- Place yard debris in bags, boxes or piles at least 3 feet away from obstacles, like mailboxes, fences, utility poles and lines, low-hanging wires and tree limbs, water meters and landscaping, to avoid damage.
- Yard debris must be separated from bulky items.
- Yard debris and bulky items cannot be collected if obstructed. If items are not placed behind the curb properly, customers will receive a notification, and the items will not be collected.
- Place yard debris behind the curb **no earlier than the weekend before your Red or Blue Week**. Yard waste is collected every other week according to the Red or Blue Week schedule.

When our crews pick up yard debris, it is then carried to the Leon County Solid Waste Management facility, located at 7550 Apalachee Parkway. There, yard debris is turned into mulch, which is available and free to use by citizens. This mulch can be used to beautify yards and gardens and reduce soil erosion.

Another way to properly dispose of your yard debris is through composting. Anything that was once living can be composted. Most items that are composted today include limbs, leaves and food scraps. Currently, 20-30 percent of what the average American household throws away in the garbage could be composted. Just think if everyone composted, we could divert tons of waste from entering our landfills and give back to Mother Nature. To learn more about composting, visit [Talgov.com/YOU](http://Talgov.com/YOU).

## BULKY ITEM COLLECTION

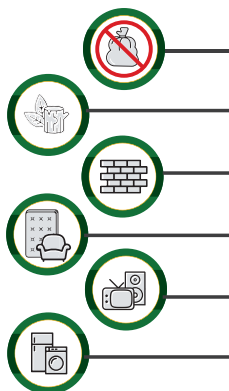
Bulky collection is for items that are too large to fit into your garbage container. These items may include appliances, furniture, mattresses, lamps, bikes, chairs, tables, grills, etc. Bulky items cannot be mixed with garbage or yard debris. Similar to yard debris collection, bulky items should be placed behind the curb, clear of obstructions, no earlier than the weekend before your Red or Blue Week collection day.

Crews will pick up your bulky items according to the **Red/Blue Week Calendar**. Bulk piles cannot be larger than 6 feet long, 4 feet wide and 4 feet high.

For airtight appliances, such as refrigerators, remove doors or place the appliance face down behind the curb. If items are not placed behind the curb properly, customers will receive a notification, and the items will not be collected.

Old tires should be left with the shop where tires were purchased or taken to the Leon County Solid Waste Management Facility at 7550 Apalachee Parkway.

## SEPARATING STORM DEBRIS



DO NOT STACK OR LEAN! Placing debris near or on trees, poles, mailboxes, fire hydrants, utility boxes or other structures makes removal difficult.

# STORM DEBRIS REMOVAL

Following a hurricane or strong storm, the City will activate a debris removal plan to help clean up our community. Should a weather incident occur resulting in a higher-than-normal level of debris, customers are encouraged to place their storm-related debris curbside between the sidewalk or property line and the curb. Debris should be separated behind the curb into the following categories: vegetative, construction and demolition, appliances and white goods, and electronics. Normal household garbage and recyclables will not be collected with storm debris. Continue to follow your normal garbage and recycling collection schedule.

## HOUSEHOLD HAZARDOUS WASTE

Household hazardous waste is any form of waste that poses a threat to human health and/or the environment. These items can be flammable, corrosive, reactive or toxic. Many common household products, such as herbicides, solvents and paints, are considered household hazardous waste because they have serious impacts if improperly disposed.

Improper disposal of household hazardous waste could be detrimental to our community. Not only does it put our sanitation crews in jeopardy, but it also has the potential to adversely affect our air and groundwater.

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SEPARATE STORM DEBRIS INTO THE CATEGORIES SHOWN HERE.

**NORMAL HOUSEHOLD TRASH**

Normal household waste and recyclables will not be collected with storm debris. You should continue to follow your normal garbage removal schedule.

**VEGETATIVE DEBRIS**

Vegetation; logs, plants, tree branches. (PLACE IN CLEAR BAGS OR DO NOT BAG AT ALL)

**CONSTRUCTION & DEMOLITION DEBRIS**

Building Materials, Drywall, Lumber, Plumbing, Gypsum Wallboard, Glass, Metal, Tile, Floor/Window Coverings, Pipe

**BULKY ITEMS**

Furniture, Mattresses, etc.

**ELECTRONIC WASTE**

Computers, Radios, Stereos, Televisions, Other Devices

**APPLIANCES & WHITE GOODS**

Air Conditioners, Dishwashers, Freezers, Refrigerators, Stoves, Washers & Dryers, Water Heaters, Heat Pumps

UNSURE WHERE TO PLACE DEBRIS? If you don't have a sidewalk in front of your house, place storm debris at the edge of your property before the curb. Do NOT block the roadway or storm drains.



These household hazardous waste items should not go in the garbage or down the drain:

- Oven cleaner, floor care products, ammonia, metal polish, aerosols (kitchen)
- Gasoline, vehicle oils, antifreeze, lighter fluid, pool chemicals, insecticides, car batteries (garage)
- Paint, stains, varnishes, glue, paint thinner, solvents, oils (workshop)
- Fluorescent lights, CFL bulbs, rechargeable batteries, thermostats, electronic waste (general)

We offer programs like Cash for Trash, where customers with an active garbage account receive a credit on their utility bill for their bulky and household hazardous waste materials, like tires, that cannot be left at the curb. Cash for Trash takes place on the third Saturday of April and October.

If you have household hazardous waste that you would like to get rid of throughout the year, please take it to the Leon County Solid Waste Management facility at 7550 Apalachee Parkway. Visit [LeonCountyFL.gov/SolidWaste](http://LeonCountyFL.gov/SolidWaste) to learn more about services and routine collection events offered. Take needles to the Leon County Health Department, located at 1515 Old Bainbridge Road, or call 850-606-8150. Take unused prescriptions to the Tallahassee Police Department, located at 234 E. 7th Ave., or call 850-891-4387.

## COMMUNITY BEAUTIFICATION

Community Beautification is responsible for maintaining the aesthetics of our community's public areas. This work includes litter removal, mowing, landscaping, graffiti removal, urban forestry and City-owned cemetery and vacant lot maintenance.

### HOW TO REPORT CITY SERVICE ISSUES:

By reporting issues through the DigiTally app, the request goes directly to response crews to be remedied. Simply download the free app to your cell phone through the Apple and Google Play stores. Then, see an issue, snap a picture and send it to our crews. You can also report issues by calling our Customer Operations line at 850-891-4968.

# ADDITIONAL SERVICES

## HELPING HANDS

For those customers who may not physically be able to place their garbage and recycling containers next to the curb, we offer the Helping Hands program. This program allows crews to retrieve and return your containers from their storage location near your residence in order to dispose of their contents. To participate in this free program, an annual physician/customer certification is required.

## PREMIUM SERVICE

Like Helping Hands, this service allows crews to retrieve and return your containers, which are clearly visible, from near your residence. This service is available for an additional cost.

## ADDITIONAL GARBAGE CONTAINER

Extra garbage containers are available for an added cost.

## SPECIAL COLLECTIONS

This fee-based service allows for:

- any construction and demolition debris;
- yard waste/landscaping debris and bulky items outside of guidelines; and
- additional residential garbage collection in between scheduled pickups.

## STREET SWEEPING

Sweeping is routinely provided on residential streets with curbs and gutters.

## CASH FOR TRASH

This free event takes place on the third Saturday of April and October. It allows customers with an active garbage account to properly dispose of their household hazardous waste and bulky items in exchange for a \$5 credit toward their City utility bill.

## ELECTRONICS PICK UP

Customers who require pick up of electronic waste must call and request the collection. Electronic waste is collected on Thursdays only and must be placed behind the curb by 6:30 a.m. on the day of collection. Customers may also take electronic waste to the Leon County Solid Waste facility located at 7550 Apalachee Parkway.



## RESIDENTIAL PICKUP SCHEDULES

### RECYCLING/GARBAGE

**PICKUP FREQUENCY:**

- Once a week (on the same day)
- Visit **Talgov.com/YOU** or see the attached sticker for your specific day

**PICKUP LOCATION:**

Behind the curb in front of your residence

**ADDITIONAL INFORMATION:**

Place carts and containers at least 3 feet from obstacles and each other with handles facing away from the curb. In accordance with the solid waste ordinance, remember to place containers behind the curb by 6:30 a.m. on the day of service (but no earlier than the day before service) and return them to the storage area near your home no later than the day following your service. Non-compliant customers will receive three notices of violation. On the third violation, customers will be placed on Premium Service for one year.

### YARD WASTE/BULKY ITEMS

**PICKUP FREQUENCY:**

- Every other week (on the same day)
- Check your **Red/Blue Week Calendar**

**PICKUP LOCATION:**

Behind the curb in front of your residence

**ADDITIONAL INFORMATION:**

Yard waste and bulky items must be placed behind the curb in separate piles.

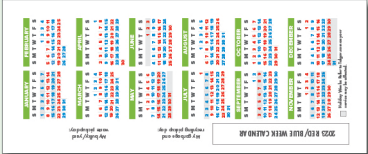


**City of Tallahassee**  
Your Own Utilities<sup>SM</sup>

**CITY HALL**  
300 S. Adams St.  
Tallahassee, FL 32301-1731

PRSRT STD  
U.S. Postage  
PAID  
TALLAHASSEE, FL  
Permit #1

# Your 2023 Detachable Red/Blue Week Calendar Located Inside



# 2023 RED/BLUE WEEK CALENDAR

My bulky/yard  
waste pickup day:

My garbage and  
recycling pickup day:

## JANUARY

| S  | M  | T  | W  | T  | F  | S  |
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| 8  | 9  | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | 31 |    |    |    |    |

## FEBRUARY

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## APRIL

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## MAY

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## JUNE

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## JULY

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## AUGUST

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## SEPTEMBER

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## OCTOBER

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## NOVEMBER

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## DECEMBER

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| 23 | 24 | 25 | 26 | 27 | 28 | 29 |
| 30 | 31 |    |    |    |    |    |



Holiday Weeks: Refer to [Talgov.com](http://Talgov.com) as your service may be affected.