

GUIDE TO RECYCLING, YARD WASTE, AND TRASH COLLECTION SERVICES

DEPARTMENT OF TRANSPORTATION & ENVIRONMENTAL SERVICES



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FROM TRASH TO TREASURE

“One man’s trash is another man’s treasure.” Remember that old saying? It’s still true. If processed intelligently, trash can indeed be valuable. Whether it is metal from recycling, compost from yard waste, or fuel to generate electricity, we are extracting something of value — a resource — from what has been traditionally considered waste. And in doing so, we help to conserve our City’s resources, too. We are changing the way we think about trash. To reflect this approach, the Solid Waste Division now has both a new yard waste composting program and a new name: the **Resource Recovery Division**. This name reflects our commitment to making Alexandria a livable, green, and prospering city.

This guide, designed for both new and longtime residents, will help you learn how the Resource Recovery Division converts waste into a resource, and shows the important role each of us plays in the process. The guide, arranged by material type, is color-coded for easy reference and includes all the information you need to know about our services, from recycling to yard waste to street cleaning, and more.

The name of the division may have changed, but we assure you that one thing will always stay the same: our pledge to provide you with excellent customer service. If you ever need assistance, or more information, we encourage you to try our customer service portal, *Call.Click.Connect.*, at alexandriava.gov or call 703.746.HELP (4357).

Resource Recovery Division Staff



WEEKLY COLLECTION SERVICES

Who is eligible? Alexandria residents living in detached, single-family homes, duplexes, and some townhouses are required users of this fee-based service. Businesses, condominium complexes, and some townhomes, are not required users, but may participate at the City's discretion.

HOW, WHEN, WHERE

How do I prepare my trash for collection? We encourage you to separate your waste into three types: **recyclables**, **yard waste**, and **trash**. This allows us to recover natural resources and fuel for energy from your trash. As part of your service fee, reusable recycling and trash containers are provided. Containers can be ordered online through *Call.Click.Connect.** and come in various sizes and remain the property of the City. For yard waste, we recommend that you purchase a reusable hard-sided container.

- Recyclables should be placed loose in a blue recycling container;
- Yard waste should be placed in a re-usable hard-sided container or paper yard waste bag;
- Trash should be bagged and placed in a City-provided container. Due to space constraints the City has not historically provided trash containers to Old Town residents.

NEW

When do I put out my trash? Each customer is assigned a collection day depending on their location in the City. Contact *Call.Click.Connect.* at 703.746.4410 for your collection day. Trash and recycling must be set out no earlier than 5 p.m. the day prior and no later than 6 a.m. in the morning on collection day. Collection crews operate between the hours of 7 a.m. and 5 p.m., Monday through Friday except during the summer when we start at 6 a.m. for the safety of our crews. In weeks containing a holiday, your collection may slide a day. A holiday schedule is available online.

Where do I place my trash for collection? For most residents, collection occurs in the public right-of-way at the front of the house, although some residents receive alley collection. If you are unsure about where to place your trash for collection, call the Resource Recovery Division at 703.746.4410. Collection containers are to be removed from public property by the end of your service day.

*See page 15 for information about *Call.Click.Connect.*

YOU MISSED MY COLLECTION!

Your preparation of material for collection is critical for us to recover resources, ensure safe collection, and leave the area neat and clean. If your material is not collected by the end of the day, check for a tag that explains why we could not collect.

Common problems include:

- Collection container, bag, or item is too heavy
- Items such as carpet or lumber that are longer than 4 feet
- Trash contains unacceptable items such as construction debris, dirt, brick, and stones (residents should call a private hauler to dispose of these items)
- Dangerous or messy liquids such as gasoline and undried paint
- Trash mixed with recycling

But if there is no tag, use *Call.Click.Connect.*, and we'll be back!

HELP! I AM UNABLE TO TAKE OUT MY TRASH OR RECYCLING!

If you are physically unable to take your trash or recycling to the curb, you may be eligible for an accommodation. If approved, staff will remove refuse and recycling from a container that is staged outside your house at a convenient location for you. Call 703.746.4410 to receive an application. This service is not available for yard waste.



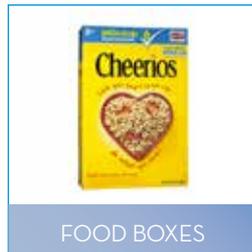
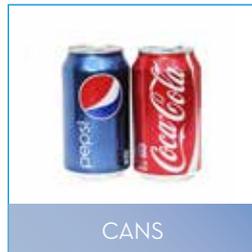


RECYCLING

Alexandria's convenient residential recycling service makes it easier than ever to recycle. The Eco-City Alexandria Initiative encourages residents to recycle more, and dispose of trash less. Recycling is environmentally friendly, and less expensive than trash disposal. We are proud that the City's recycling rate is approaching 50% in 2014, and with your help, we will reach 60% by 2020!

WHAT DO I RECYCLE IN THE BLUE CONTAINER?

RECYCLE - YES!



PREPARATION: RECYCLING HAS GOTTEN EASIER!

No need to remove lids and caps from containers anymore; pizza boxes are ok (just remove the pizza); all paper-based items like orange juice cartons, cardboard boxes, and junk mail envelopes are fine. Just throw them in!

RECYCLING AT DROP-OFF CENTERS

Can't wait to recycle? The City provides four public drop-off centers for residents and small businesses.

- **Where:**
 - » 1 South Whiting Street
(at the intersection with Tower Court)
 - » 3224 Colvin Street
 - » 4251 Eisenhower Avenue
 - » 910 South Royal Street
(at the entrance to Jones Point Park)
- **When:** 24 hours a day, seven days a week
- **Cost:** Free

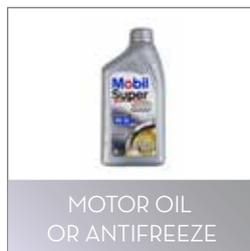
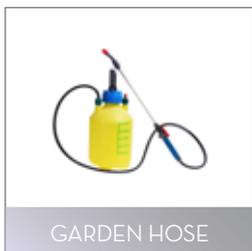
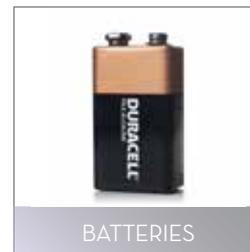
WHAT ABOUT RECYCLABLE ITEMS THAT DON'T BELONG IN THE BLUE CONTAINER?

Metal household appliances and large metal items such as outdoor grills, exercise equipment, and chain-link fencing can be recycled. Use *Call.Click.Connect.* to schedule a pickup (fees apply).

Electronics like computers, TVs, cell phones and small household appliances like vacuum cleaners and blenders are recyclable. Drop them off at the Colvin Street Recycling Center:

- **Where:** 3224 Colvin Street (just off Duke Street)
- **When:** Monday and Saturday from 7:30 a.m. to 3:30 p.m. (except on holidays)
- **Cost:** Free

RECYCLE - NO!



YARD WASTE

Until recently, grass, leaves, brush, branches, and dead plants were overlooked by municipalities as ingredients for making useful products like organic compost and mulch. This resource, referred to as yard waste, is now collected separately from household trash. The City processes this material to create compost or mulch. We collect yard waste by regular collection and by request.

YARD WASTE - REGULAR COLLECTION

Yard waste is now collected separately from trash. Place yard waste into rigid/reusable containers or paper yard-waste bags (in autumn, please keep leaf bags separate) and put them next to your refuse container. Collection occurs on the same day as trash. Residents must provide their own containers and bags. Contact us for decals to identify your yard waste container at 703.746.4410.

PREPARATION

- Place yard waste next to your trash cart in reusable, hard-sided containers or paper yard-waste bags.
- Each bag or container must weigh less than 45 lbs.
- Dirt, sod, stumps, rocks, and stones are not acceptable (arrange for private disposal).
- Material in plastic bags will be thrown away as trash and not composted.



YARD WASTE - COLLECTION BY REQUEST

Brush, branches, and logs that are too bulky or heavy to fit into a container are collected curbside by request. Staff will collect up to two felled trees at curbside (restrictions apply, see below). Use *Call.Click.Connect.* to schedule an appointment.

PREPARATION

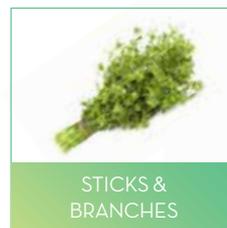
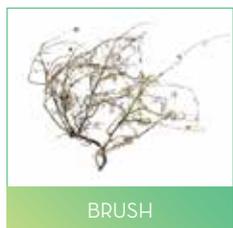
- Collection is available only for logs and branches less than 18 inches in diameter and less than 10 feet long. No tree stumps.
- **Place brush curbside, not in the yard or alley.** Stack large items parallel to the curb.
- Overhead clearance of 25 feet is required (look for power lines and tree limbs).
- Do not mix lumber or construction debris with brush.
- Do not place brush by parked cars; 10 feet of clearance is required.
- Do not stack brush against fixed objects such as poles, posts, fences, walls or buildings.
- Do not block sidewalks.

FALL LEAF COLLECTION

The City's leaf collection takes place from October through December. There are three ways to recycle your leaves:

1. Compost at Home
2. Leaf Bag Collection
3. Leaf Vacuum Truck Collection (rake leaves out the day before your collection window)

YARD WASTE - YES!



Residents will receive a special mailer each fall prior to leaf collection. For more information visit alexandriava.gov/LeafCollection.

CHRISTMAS TREES

Residents who receive City refuse collection may place Christmas trees on the curb on regular refuse days the first two full weeks of January. The trees will be ground into pine mulch.

SPRING LEAF & WOOD MULCH

For a limited time during spring and summer, free mulch is available on a first-come, first-served basis from the City's mulch site (4215 Eisenhower Avenue). The site is open weekdays, from 7 a.m. to 3:30 p.m., in April and May.

You may also use *Call.Click.Connect.* to schedule mulch delivery during April and May. Delivery is \$50 per load (full or half load). Visit alexandriava.gov/ResourceRecovery for more information.





TRASH SERVICE

After separating recyclables and yard waste, what remains is your household trash. The City of Alexandria collects trash from 19,000 customers each week, gathering about 22,000 tons of refuse annually. The trash that we collect is processed into energy! Alexandria disposes of its trash at Covanta Energy's Alexandria/Arlington Resource Recovery Facility at 5301 Eisenhower Avenue, which began operation in 1988. This facility turns waste into energy by burning 975 tons of solid waste daily to produce 21 megawatts of energy and power to approximately 20,000 homes. Energy-from-waste is the most environmentally sustainable means of waste disposal following reduction, reuse, and recycling.

TRASH PREPARATION

Your household trash bags should be put into a City-provided trash container and placed curbside (or alley) on your designated day. (The City does not provide Old Town residents trash containers due to space constraints.)

TRASH - NO!



WHAT ABOUT THINGS TOO BIG FOR MY TRASH CONTAINER?

Bulky items like sofas, mattresses and furniture should be donated if reusable, but if they are broken, dirty, or worn out, place them next to your trash container for collection. For metal items, please see the Recycling section for preparation instructions.

SPRING CLEAN UP

Residents who receive City trash collection can participate in our annual Spring Clean Up Program. This special collection – which occurs on designated Saturdays in the spring – allows residents to clear household clutter by placing unwanted bulky trash items at the curb. Residents receive an informational postcard in the spring.



TRASH DROP-OFF CENTER

The City's energy-from-waste facility includes a residential drop-off available to all Alexandria residents. Residents may drop-off waste once per week. Total weight of trash, debris, or metal must not exceed 500 lbs. per visit. Residents may be asked to provide proof of residency by photo identification or valid City parking sticker on your vehicle. (Unacceptable items include TVs, stumps, rocks, dirt, sand, pressurized cylinders/tanks, construction and building debris, hazardous waste, ammunition/explosives, regulated medical waste and radioactive/geological materials.) Questions? Call Covanta Energy at 703.370.7722.

- **Where:** 5301 Eisenhower Avenue
- **When:** Monday-Friday from 6 a.m. to 5:30 p.m., and Saturdays from 6 a.m. to 11:30 a.m.
- **Cost:** Free

HOUSEHOLD HAZARDOUS WASTE DISPOSAL

Some household, yard and automotive products contain hazardous chemicals and metals, which are potentially a risk to your family, pets, neighbors, and the environment. These items should not be thrown away as trash or poured down kitchen drains, toilets, or storm drains. Please bring these products to the Household Hazardous Waste & Electronics Collection Center for safe disposal and/or recycling. Residents may be asked to provide proof of residency by photo identification or utility bill.

- **Where:** 3224 Colvin Street (just off Duke Street)
- **When:** Monday and Saturday from 7:30 a.m. to 3:30 p.m. (except on holidays)
- **Cost:** Free

BRING THESE ITEMS TO THE HOUSEHOLD HAZARDOUS WASTE COLLECTION CENTER



LATEX AND
OIL PANTS



HOUSEHOLD
CLEANERS & SOLVENTS



AUTOMOTIVE
FLUIDS



LAWN & GARDEN
CHEMICALS



FLUORESCENT
BULBS



RECHARGEABLE
BATTERIES

STREET CLEANING

Our street cleaning program keeps Alexandria's streets, bike lanes, and public spaces free of litter and debris. We work seven days a week to ensure the city's 560 lane miles of streets and 1,250 litter cans, located along streets, at bus stops, and in parks, are properly cleaned and emptied to keep our community clean and beautiful.

The cleaning team uses motorized sweepers of various sizes to clean commercial and residential streets across the City. In some neighborhoods, signs are posted restricting parking during street sweeping hours. A citation may be issued for parking in these areas during sweeping hours.

ALLEY CLEANING

The City maintains more than 20 miles of alleys. Many alleys in the city are too small for motorized sweepers, so small vacuum-style sweepers and litter control crews are used to remove debris from every alley at least once a year.

LITTER CONTROL & ILLEGAL DUMPING

We coordinate with the Sheriff's Office Work Release program to collect roadside debris on weekends. Illegal dumping is a problem. If you see mattresses in alleys or debris in medians, use *Call.Click.Connect.* to report these items.

KEEPING OLD TOWN CLEAN

The City performs weekday sidewalk cleaning on King Street between the Metrorail station and waterfront. Residents and visitors also play a role in our community's cleanliness by ensuring trash goes into litter cans. Meanwhile, restaurants and taverns must sweep their sidewalks nightly for cigarette butts. City crews do not remove litter or debris from residential sidewalks.

ADOPT-A-BLOCK

Community associations, neighborhoods and civic groups may 'adopt' an area to keep litter free and beautiful. These groups receive special recognition from the City. To learn how your group can adopt a block, visit alexandriava.gov/ResourceRecovery.



ABOUT THE RESOURCE RECOVERY DIVISION

The City's Resource Recovery Division staff and contractors are part of a larger team that works 24 hours a day, seven days a week to keep our community a livable, green, and prospering city. Our new name reflects our commitment to protecting the health of our residents and the quality of our natural environment.

OUR CORE SERVICES

- Reliable weekly curbside recycling and trash collection
- Recycling programs for yard waste and metal appliances
- Organics and composting programs
- Maintaining four convenient recycling centers citywide
- Sweeping and litter collection to keep our streets clean and protect our streams and rivers
- Providing wood and leaf mulch free for residents to pickup

RESIDENTIAL REFUSE FEE

Your annual residential refuse fee covers weekly trash and recycling collection, yard waste/brush collection, household hazardous waste center operations, special collections (Spring Clean Up and Leaf Collection) and enhanced recycling programs. This fee is included on your real estate tax bill and paid semiannually. Additional fees may be required for mulch delivery or bulk/appliance pickup.

Eco-CITY ALEXANDRIA

In 2008, the City created the Eco-City Alexandria initiative, and adopted an Environmental Action Plan to guide City leaders and residents toward a more sustainable, holistic, and healthy environment. It affirms Alexandria's commitment towards ecological, economic, and social sustainability. The City's Resource Recovery Division, in coordination with residents and businesses, plays a huge role in accomplishing some of the short-term and long-term goals of the Eco-City Action Plan. Learn more at alexandriava.gov/Eco-City or by contacting the City's Office of Environmental Quality at 703.746.4065.



STAY CONNECTED

- Visit the City's website at **alexandriava.gov**
- Visit the Resource Recovery Division's website at **alexandriava.gov/ResourceRecovery**
- Watch ALEXtv, Alexandria's Government Cable station on channel 70 or **alexandria.gov/ALEXtv**
- Subscribe to up-to-the-minute information about the Resource Recovery Division (trash and recycling collection, yard waste, leaf collection, etc.) via eNews at: **enews.alexandriava.gov**
- Use *Call.Click.Connect.* at **alexandriava.gov/CallClickConnect** or Call 703.746.HELP (703.746.4357)
- Connect with the City of Alexandria at **alexandriava.gov/SocialMedia**

Call.Click.Connect. Staff



HOW TO CONTACT US



Call.Click.Connect. is the City's easy to use customer service center and the best and fastest way to communicate with us.

Call 703.746.HELP (4357) or visit alexandriava.gov and "click" on the *Call.Click.Connect.* icon.

REPORT:

- Missed recycling or refuse pickup
- Damaged recycling or refuse container
- Overflowing public trash container
- Pothole
- Sidewalk problem
- Broken parking meter

REQUEST:

- Appliance or metal pickup
- Mulch delivery
- New recycling or refuse containers
- Refuse and recycling container repair
- Special yard waste pickup

Leaf Collection Schedule & Updates

703.746.LEAF (5323)

After-Hours Street and Traffic Emergencies

703.746.4488

Resource Recovery Division

703.746.4410

- Household Hazardous Waste program
- Adopt-a-Block program
- Recycling Programs (Residential, Business, & Schools)

Dead Animal Disposal

Animal Welfare League, Animal Control 703.746.4774

Composting, Lawn, Tree and Plant Care

Virginia Cooperative Extension Office 703.228.6400

Code Administration

703.746.4200

- Hoarding
- Illegal Dumping
- Rodent Control

GET UPDATES AND THE LATEST INFORMATION

Visit: www.alexandriava.gov

www.alexandriava.gov/ResourceRecovery

CITY OF ALEXANDRIA
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ALEXANDRIA, VA 22314



CITY OF ALEXANDRIA
TRANSPORTATION AND ENVIRONMENTAL SERVICES
RESOURCE RECOVERY DIVISION

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