



Frequently Asked Questions

What is the City of Tucson's garbage and recycling service? To improve the efficiency of the City's garbage and recycling service, residents and most small businesses with curb or alley plastic-container garbage service have received new blue recycling barrels. The program features:

- ▶ Once per week garbage and recycling service, both on the same day
- ▶ Garbage service remains at its current location; recycling continues at the curb
- ▶ More recyclables accepted
- ▶ All recyclables go in the blue barrel--- no sorting required!
- ▶ Collection of brush and bulky items twice a year, but you can also request a special pick-up for a fee or take the items to the Los Reales Landfill

Will recycling continue to be collected at the curb? Yes, recycling will continue to be collected at the curb. Alley recycling has been tried in other cities, including the Maricopa County area, and was found to be unworkable. Garbage in the recycling container (i.e. contamination) is a problem in alleys due to illegal dumping and residents' inability to monitor the shared containers. Also, due to obstacles, hazards and lack of maintenance in the alleys, we are trying to minimize the use of collection trucks in alleys. Leaving recycling or garbage containers at the curb on non-service days is a violation of City Code and may result in fees charged on your water bill. Any container that is repeatedly left at the curb will be removed from the property and a delivery fee to have it returned will be charged too.

How frequent will my collection service be? Customers will receive once per week garbage and recycling service, with both containers collected on the same day. This system works well in many cities in the country, including those in Maricopa County. Recycling more materials with weekly collection reduces the amount that is put in the garbage container. Those who need additional garbage capacity can order an extra garbage container for \$14 per month. One extra recycling barrel is free. Households that recycle and have six or more people may be eligible for an additional garbage container free of charge.

How can I keep my garbage can from smelling and attracting flies? Bag and tie "wet" garbage, like food scraps and pet droppings. Throw out such items in plastic bags closed securely with a twist tie or rubber band. Other cities with weekly garbage collection, including Mesa and Phoenix, have found that there is little or no odor or flies when garbage is bagged and tied. Rinse your container with soap and water as needed.

Is recycling mandatory? It is not mandatory, but the City encourages recycling as it reduces pollution, extends the life of our landfill, and conserves natural resources. Plus, by recycling you will maximize the capacity you have in your garbage container. Many states have made recycling mandatory and/or have created incentives to participate, such as charging residents for garbage service.

What should I do with my green/yard waste? The new program does not include yard waste collection, but this service will be phased-in when funds become available. Please do not put yard (green) waste in recycling containers! Instead:

- ▶ Cut it up in pieces and put in your garbage container;
- ▶ Have it picked up by special order, just call 791-3171 for a quote;
- ▶ Take it - covered with a tarp - to the landfill;
- ▶ Call 791-3171 to get the date of the next Brush and Bulky pickup in your neighborhood;
- ▶ Compost it in your backyard - call Tucson Organic Gardeners for information (670-9158) and watch for the City's Beat the Heap compost bin sale.

What if a non-recycling neighbor fills a shared 300-gallon garbage container?

Your neighbor may begin to recycle because the new program makes it convenient and encourages participation. If not, we can send an Solid Waste Management Department official to assess the situation and contact your neighbor about proper use of the shared containers. Many neighborhoods have solved this problem by moving to curbside garbage collection, which gives residents control of their own container. Extra 300-gallon containers can be provided for a fee if there is sufficient space in the alley.

If you live in a multi-family complex (apartment, trailer park, town home, etc.) with an on-site manager, please contact the manager first to report problems with the shared containers.

What are the City's garbage and recycle service guidelines?

- ▶ **Bag and tie garbage** before placing it into your garbage container.
- ▶ Garbage containers are for household garbage only.
- ▶ No construction materials, furniture, large appliances, or hazardous materials are allowed.
- ▶ **Only items in the authorized list of recyclable materials can be placed in the blue barrel.**
- ▶ Non-recyclables placed in the blue barrels (such as plastic bags, medical supplies, food leftovers, toys, clothing, etc.) may result in non-collection and fees. For a list of items you can recycle in the City of Tucson, please call 791-5000.
- ▶ Roll your recycle container to the curb only when it's **more than half full**.
- ▶ Please do not stack materials on, around or have materials protruding from the containers.
- ▶ **Do not overfill containers.** Over filled containers create litter and may not be serviceable.
- ▶ Collection times vary, so containers must be **set out by 6 a.m.** on service days.
- ▶ It's OK to set out your garbage container and/or Blue Barrel the night before.
- ▶ Garbage and recycling containers must be **at least 2 feet** from each other and from any other obstacles, such as parked cars, mailboxes, etc. to ensure service.
- ▶ Containers must be **removed from the curb on non-service days**.
- ▶ Containers left at the curb on non-service days may result in service fees.

Will apartment residents be a part of this program? How does the program affect the City's Neighborhood Recycling Centers? It's possible that multi-family residences could participate. It would require physical access for collection trucks, residents' cooperation, and the support of property management to help control contamination (garbage in the recycling container). We can send someone out to assess the situation. Meanwhile, Neighborhood Recycling Centers are available throughout the City and do accept the same recyclable materials as the blue barrels.

What if I'd like to use City garbage and recycling services, but have special needs?

If you did not receive a blue barrel or have special service needs, such as a disability that prevents you from using our service, please call our Customer Service staff at 791-3171.

Customer Service 791-3171 Recycling Info 791-5000

Esta información está disponible en español. Solicítela llamando al **791-3171**
City of Tucson Environmental Services

