

Solid Waste FAQs

1. What Solid Waste Service changes are taking place?

- Once-a-week refuse collection
- Yard waste collection every week
- Leaf collection in bags or containers only, no leaf vacuuming. Leaf bags and containers will be collected weekly with yard waste.
- Smaller bulk items such as chairs, lamps, end tables will be collected with weekly refuse collection
- Large bulk items such as white goods (refrigerators, stoves, washing machines and dryers), sofas, cabinets, mattresses, box springs and bed frames will be by appointment only.

2. When do these service changes go into effect?

- September 10, 2012

3. Why is the City switching to once-per-week refuse collection?

- Increased recycling has reduced the quantity of refuse, allowing less frequent collection
- Reducing the number of miles traveled by collection trucks, the City will reduce fuel and oil consumption and generate less vehicle emissions.
- Further encourage recycling.
- Reduce costs of collection and enable customer rates to remain stable.

4. What is my new collection schedule?

- Refuse and recycling will be collected on your current recycling day
- Yard waste will be collected every Wednesday

5. How are customers being notified of this service change?

- The City will undertake a multi-media approach to notify customers
 - Articles in the Capital and other local newspapers
 - Links on the City's website at www.annapolis.gov
 - Information on social media such as Facebook and Twitter
 - The City's information hotline at 410-260-2299
 - Flyers mailed to each resident and customer
 - Outreach/education at community association meetings

6. Where can I find out more about the service changes?

- Detailed information, including a collection calendar, will be available on the City's web site at www.annapolis.gov by **August 1**.

7. How will the change to collection by a contractor change the service?

- You should not experience any change in the quality of refuse, recycling, and yard waste collection.

8. How do I contact the collections contractor if they miss my house or spill waste or recyclables?

- The best way to report a missed collection or other problem with your curbside service is to call us at 410-263-7949 before 4:30 pm the day of, or after 8:30 am the morning after, your missed collection.

- E-mail is a great communication tool, but for missed collections or other curbside collection problems, the fastest way for us to solve problems is by speaking with you directly.
- If your collection did not occur, leave your items at the curb, and call 410-263-7949 to tell us about it. Our supervisor will look into the problem as quickly as possible.

9. What happens if my neighbors set their refuse out on the wrong day?

- Code compliance issues such as this one should be reported to the Department of Neighborhood and Environmental Programs at 410-263-7946.
- The contract administrator in the Department of Public Works will perform spot checks on the collection process as part of our quality assurance efforts.

10. How much in advance of collections can customers set out their cans?

- Containers and bags may be placed on the sidewalk no sooner than twelve hours prior to the scheduled time for collection.

11. Are there new collection hours?

- The time of your collection will change.
- We recommend that you set out all material by 6:00 am on your collection day to avoid missed collections.

12. Will the contractor collect refuse, recycling and yard waste in all weather conditions like the City does?

- During extreme weather conditions such as hurricanes and heavy snow accumulations, the City of Annapolis may revise the collection schedules.

13. How much is my refuse bill decreasing due to the changes in service?

- The first year, customer fees decrease from \$426.00 per year to \$380.00 per year.

14. Who do I call with questions or to report problems?

- Go to www.annapolis.gov, then click on "Report a Problem". Complete the online form. After you've submitted the form, you will receive a request number. The request number allows you to revisit the site to view the response from Public Works.
- Alternatively, you can call Public Works Administration at 410-263-7949.

15. Will the City retain its refuse trucks in case they need to resume the service?

- The City of Annapolis does not plan to retain any residential refuse vehicles.

16. What size refuse container should I be using?

- Refuse containers may have a maximum capacity of 32 gallons.
- Each loaded container should not weigh more than 40 pounds.
- Refuse containers should have a tight fitting lid and adequate handles, and be watertight, durable, and rust-resistant.

17. How early should I set my containers out for collection?

- Containers may be placed on the sidewalk no sooner than twelve hours prior to the scheduled time for collection.

18. When should my containers be removed from the sidewalk?

- Containers must be removed from the sidewalk no later than twelve hours following the scheduled time for collection.
- In the Historic District, containers must be removed from public view.

19. On what Holidays will refuse, recycling, yard waste not be collected?

- Collections will not occur on the following six holidays: New Year’s Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and Christmas Day.
- Regardless of holidays, customers’ refuse and recycling will be collected every week.
- Holidays that occur on a collection day will shift collections by one day. The City will post a collection schedule for all customers on its website at www.annapolis.gov.
- The following table shows schedule changes due to holidays:

Holiday Occurs on:		Collections Occur on:
Monday	→	Monday will be collected on Tuesday, and Tuesday will be collected on Wednesday. Thursday and Friday collections remain unchanged.
Tuesday	→	Tuesday will be collected on Wednesday. All other days remain the same.
Wednesday	→	Yard waste will be collected on Wednesdays. If a holiday occurs on Wednesday, yard waste will be collected the following Wednesday.
Thursday	→	Thursday will be collected on Friday, and Friday will be collected on Saturday.
Friday	→	Friday will be collected on Saturday. All other days remain unchanged.

20. Why do the trucks collecting refuse, recycling, and yard waste all look like a regular trash truck?

- For efficiency reasons, the same type of truck is used to collect the various materials.
- On refuse and recycling days, two trucks will be on the route, with one truck collecting refuse and a second truck collecting recycling.
- The trucks will be clearly marked to indicate the type of collections it is performing.
- The three types of materials (refuse, recyclables and yard waste) should never be mixed with refuse. The City should be notified if you observe the mixing of materials.

21. Will curbside recycling collection service change?

- Residential curbside recycling will remain unchanged, with once-per-week collection on the same day that it is currently collected.

22. How do I get a recycling container?

- Recycling containers are FREE to residential customers.
- Recycling containers can be picked up at:
935 Spa Road between 7:00 am – 4:00 pm Monday through Friday
145 Gorman Street between 8:30 am – 4:30 pm Monday through Friday

23. What types of items can be recycled?

- **Metal** – aluminum cans, tin/steel cans, empty aerosol cans, aluminum foil/ pans
- **Glass** – bottles and jars
- **Paper** – newspaper/ inserts, wrapping paper, books, shredded paper, printer paper, magazines/ catalogs, cardboard, mail, paper rolls, boxes (cereal, pizza), milk/ juice cartons

- **Plastic** – plastic bags*, plastic wrap*, plastic cups/ plates, plastic utensils, plastic buckets, storage totes, plastic toys, plastic bottles/ jars/ tubs/ trays.
- *Plastic bags and wrap should be secured inside bags and tied at the top.

24. Who gets the proceeds from the sale of the recycling materials?

- The City of Annapolis receives all proceeds from the sale of recycling materials.

25. Will yard waste collection service change?

- Yard waste will change to weekly collection, scheduled every Wednesday.
- Leaves shall be bagged or placed in a container. The City will no longer provide leaf vacuuming in the autumn.

26. How do I prepare yard waste for collection?

- Leaves must be bagged or placed in a container for collection. They should be put out on Wednesdays with yard waste. Leaf containers or bags must be marked with an “X”.
- Yard waste must be bagged or placed in a container for collection. Yard waste containers or bags must be marked with an “X”.
- Branches and brush shall be tied with natural fiber rope or twine, and the finished bundle shall be no more than two feet (diameter) by four feet (length) in size.
- Yard waste containers and bundles shall not exceed 50 lbs in weight.

27. Will the City still provide leaf vacuuming in the autumn?

- No. Leaves must be bagged or placed in a container for collection. They should be put out on Wednesdays with yard waste. Leaf containers or bags must be marked with an “X”.
- Yard waste containers and bundles shall not exceed 50 lbs in weight.

28. Where are the collected materials (refuse, recycling and yard waste) taken to after collection?

- Refuse is delivered to Annapolis Junction Transfer Station, 8077 Brock Bridge Rd, Jessup, Maryland
- Recycling is delivered to Recycle America Alliance, 7170 Kit Kat Rd, Savage, Maryland
- Yard Waste is delivered to Millersville Landfill and Resource Recovery Facility, 389 Burns Crossing Rd, Severn, Maryland.

29. How do I schedule a pickup for large bulk items (e.g., sofas, cabinets, mattresses, and box springs) and white goods (i.e., appliances such as refrigerators, stoves, washers and dryers)?

- Customers can schedule a collection appointment for large bulk items in two ways:
 1. Go to www.annapolis.gov, then click on “Schedule Bulk Collection”. Complete the online form. After you’ve submitted the form, you will receive a request number. The request number allows you to revisit the site to view the response from Public Works.
 2. Alternatively, you can call Public Works Administration at (410) 263-7949
 3. Large bulk item appointments will generally be scheduled on Wednesdays, within two weeks of the request for collection.

30. Do I need to schedule a pickup for bulk items?

- Small furniture items such as chairs, lamps and small tables can be set out with refuse on the weekly refuse collection days

- Large bulk items such as appliances, sofas, cabinets, mattresses, box springs and bed frames require an appointment for collection.
- An appointment can be made for large bulk items. Customers can schedule an appointment in two ways:
 1. Go to www.annapolis.gov, then click on “Schedule Bulk Collection”. Complete the online form. After you’ve submitted the form, you will receive a request number. The request number allows you to revisit the site to view the response from Public Works.
 2. Alternatively, you can call Public Works Administration at 410-263-7949.

31. What items will not be collected with refuse or as bulk?

- Construction material, including plywood, concrete and metal pipes, car parts, tires, and propane tanks.

32. How do I dispose of electronics?

- Electronics may be recycled at the City’s Public Works Operations Yard at 935 Spa Road, Monday through Friday, between 7:00 am and 2:00 pm.
- Electronic items that can be recycled include: PCs/ laptops, scanners, fax machines, typewriters, monitors, copiers, stereos, printers, circuit boards, audio/visual equipment, hard drives, software, speakers, cables/ cords, telephones, cell phones, keyboards, wires, microwaves and radios.

33. What should I do with dead batteries?

- Household alkaline batteries, which may include flashlight, watch, camera, AAA, AA, C, D and 9V transistor batteries, do not contain mercury and are no longer considered hazardous; therefore, they can safely be disposed of in your household refuse.
- Rechargeable batteries may be taken to:
 1. Best Buy, 2643 Housley Road, 410-571-9011
 2. Stevens Battery Warehouse, 1900 Fairfax Road, 410-267-0799

34. How should I dispose of old pharmaceuticals?

- Residents should dispose of expired and unused medications through prescription take-back programs at pharmacies.
- If you are unable to dispose of the medications at a pharmacy, follow these recommendations for safely disposing of the medicine:
 1. For liquids, pour the liquid medication into a plastic bag or a container that can be sealed. For solids, put pills, capsules and other solid medication in a plastic bag or container. Water can then be added to dissolve the solid medications.
 2. Add used coffee grounds, kitty litter, or some other material that makes the medication less appealing to children and pets to eat.
 3. Tightly seal the plastic bag or container and dispose of it in the trash for collection.

Never dispose of unused or expired medications through your sewer system by flushing them down the toilet.