

SERVICES GUIDE



City of Dallas

Sanitation



dallascityhall.com/sanitation



@dtxsanitation



3-1-1

FROM THE DIRECTOR

Greetings,

We are pleased to share with you this Sanitation Services Guide to provide you a detailed summary of the programs and services for effective and efficient solid waste management in Dallas. With this guide, I hope you will have a better and more transparent understanding of what we provide for our customers.

The Department of Sanitation Services provides weekly recycling and garbage collection and monthly brush and bulky item collection to over 250,000 single-family homes in Dallas. Throughout the COVID-19 pandemic, our team has demonstrated their dedication to providing our customers with this essential service, despite the most immense challenges in many of our professional and personal lives. I hope you will join me in acknowledging all the men and women who make up our incredible workforce and take pride in being public servants.

Solid waste management is bigger than just collecting recycling and garbage. Dallas's integrated solid waste management system provides a systematic approach that combines source reduction, reuse, recycling, collection, transfer, materials recovery and energy processing, and disposal in a sanitary landfill, all in a manner that protects human health and the environment. My team and I are committed to providing quality services while planning for our City's future needs in an environmentally responsible manner. The City's Comprehensive Environmental and Climate Action Plan and Local Solid Waste Management Plan provide guiding principles to translate the major priorities of our Department into key actions and outcomes.

I hope this guide can act as a helpful resource for you, keeping you informed. For more information, visit our website at DallasCityHall.com/Sanitation.

In Service,

JAY COUNCIL
Director of Sanitation Services

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SERVICES AND PROGRAMS AT A GLANCE

Dallas Sanitation proudly serves Dallas residents through programs and services that effectively and efficiently manage local recycling and garbage generated within the City of Dallas.

CURBSIDE COLLECTIONS (for all service rates and fees see page 10)

WEEKLY

Blue Recycling Cart
Gray Garbage Cart

MONTHLY

Curbside Brush and Bulky Item Collection
(10 cubic yards or less; one annual 20 cubic yard exception with advance notice [see page 6])

SPECIAL COLLECTIONS

Cost-Plus / On-Demand Pickup
Pack-Out
Helping Hands

SELF-SERVICE DISPOSAL LOCATIONS

McCommas Bluff Landfill
Northwest (Bachman) Transfer Station
Northeast (Fair Oaks) Transfer Station
Southwest (Westmoreland) Transfer Station

EDUCATION AND OUTREACH PROGRAMS (by request)

Outreach and education to schools, HOAs, town halls and other community events
Outreach and education to multi-family residential units (i.e. apartment residents)
Education and resources for local businesses

OurDallas

Download the OurDallas app to access city services:

3-1-1 Service Requests
Events and Resources
FAQs

Dallas Sanitation Services

Download the Dallas Sanitation Services app to access:

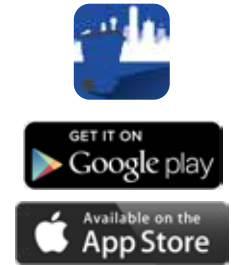
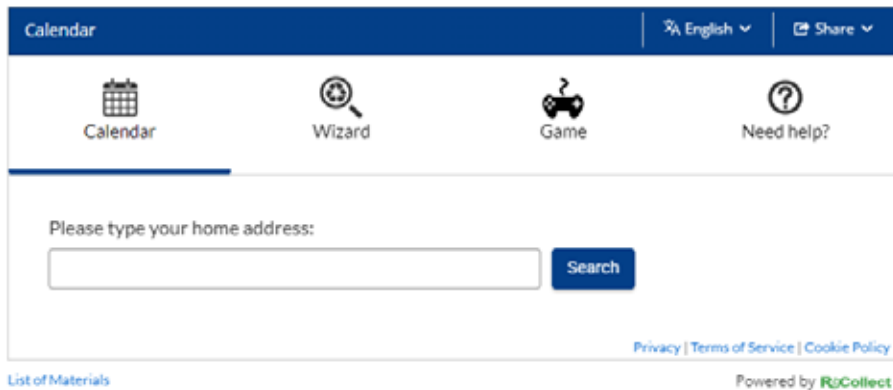
General Information
Calendar
Service Updates
Customized Notifications



CURBSIDE COLLECTION FOR ROLL CARTS

Your Collection Schedule:

To find your collection schedule, important service updates, and sign up for customized notifications, visit dallascityhall.com/sanitation or Download the Dallas Sanitation Services app for iOS or Android.



On Collection Day:

- Blue recycle and gray garbage carts are scheduled for collection on the same day
- Place carts at your designated collection point (curbside or alley)
- Place carts out by 7 a.m. the morning of your collection day (no earlier than 6 p.m. the evening before)
- Carts should have 3 feet of space on all sides from any obstructions
- Do not block carts with vehicles, objects, or overhanging tree limbs
- Do not overfill carts; cart lids should close completely
- Bring carts in no later than 8 a.m. on the day following collection

Uncollected Carts

Drivers may be running behind and not collect your cart until as late as 8 p.m.

Check for an orange tag - If your cart was blocked by a vehicle or contained prohibited items (see pages 4-5), it cannot be collected

For missed carts, you can submit a service request:

- at **dallascityhall.com**
- on the **Dallas Sanitation App**
- by calling **3-1-1**

General Information

You may request additional roll carts (additional fees may apply)

To request repairs or replacement of roll cart(s), submit a service request through **dallascityhall.com** or **3-1-1**

YOUR BLUE RECYCLE CART

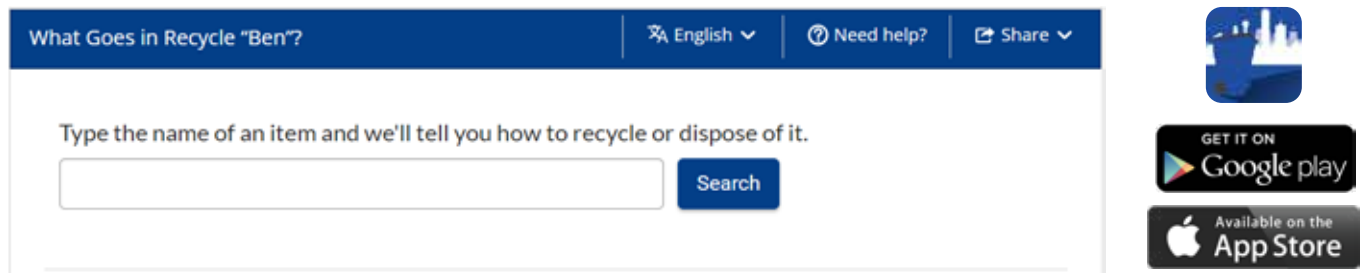
Recycle Right

- **Never put plastic bags in your recycle cart.**
- Rinse plastic containers (a quick rinse will do)
- Collapse and flatten cardboard boxes
- When in doubt, keep it out; put it in the gray garbage cart

Need help deciding what can be recycled?

Email DallasRecycles@dallascityhall.com or

use the search function on the Dallas Sanitation website or through the Dallas Sanitation app.



The screenshot shows a search bar on the Dallas Sanitation website with the text "What Goes in Recycle 'Ben'?" and a search button. Below the search bar is a text input field with the placeholder "Type the name of an item and we'll tell you how to recycle or dispose of it." and a "Search" button. To the right of the search bar are links for "English", "Need help?", and "Share". Below the search bar are two app download buttons: "GET IT ON Google play" and "Available on the App Store".

Accepted Materials (only if clean)

Mixed Paper (newspapers, magazines, junk mail, etc.)
Cardboard (collapsed/flattened)
Dry goods packaging and drink cartons
Plastic containers (#1-7)
Water & drink bottles
Cups
Plastic food containers
Kitchen/bath bottles and jugs
Metal containers
Aluminum drink cans
Metal food cans & lids
Aerosol cans (empty, no nozzles)
Glass containers
Beverage bottles
Food jars (lids removed)

Items should be loose and never in plastic bags

Unacceptable Materials

Plastic bags & plastic film
Metal hangers
Styrofoam
Plastic utensils
Wires and cables
Clothes
Needles & medical waste
Household hazardous materials (see page 7)
Pizza and take-out boxes
Diapers
Napkins and paper towels
Face masks
Plastic gloves

Excess Recycling

You may request an additional recycle cart online at dallascityhall.com or through **3-1-1**

YOUR GRAY GARBAGE CART

Regular Household Garbage

Please do the following:

- Place all bagged garbage and yard waste in plastic bags and secure tightly
- Make sure the lid on your roll cart can close
- Set your cart at your designated collection point (curbside or alley)

Prohibited Materials

Do NOT include the following materials/items in your gray garbage cart:

- Unbagged/loose garbage
- Hazardous waste such as paint, motor oil, or household cleaners (use the Dallas County Home Chemical Collection Center [details on page 7])
- Hot ashes or coals (e.g. grill charcoal)
- Construction materials or demolition debris such as metal, lumber, or tile
- Medicine or bio-hazardous waste
- Electronics (see electronics recycling drop off locations on page 9)

Construction Materials and Demolition Debris

As a City of Dallas resident, you can take construction materials and demolition debris to the landfill or a transfer station (locations on page 9).

There is no charge for Dallas residents in passenger cars, station wagons, pickups, and trailers less than 15 feet long hauling their own waste from their residences to the landfill or a transfer station.

A current, valid driver's license is required for entry to these facilities, as well as proof of Dallas residency, which may be through a Dallas address on the driver's license or a current Dallas water bill.



BRUSH AND BULKY ITEM COLLECTION

Residential customers receive monthly brush and bulky item curbside collection of up to 10 cubic yards (once annual 20 cubic yard collection, with advance service request submission).

Please consider donating items that are still in usable, decent, and working condition.

Billing & Fees

- Monthly brush and bulky item collection is included in your monthly service fee
- Excess and non-compliant set outs may be collected and a service fee assessed to the property's City utility bill in the amount of \$60 plus tax per 5 cubic yards, billed in 5 cubic yard increments
- Amounts set out over the limit are also subject to citation from Code Compliance

Brush Items

Tree limbs and shrubbery (Individual pieces not to exceed 8 inches in diameter or 10 feet in length)

Bagged organic yard waste such as leaves, grass, and twigs

Bulky Items

Appliances (refrigerants removed if applicable, refrigerator doors off)

Furniture

Mattresses

Other items that cannot be bagged and placed in the property's garbage roll cart

Items not accepted

- Household garbage and recycling
- Construction materials or demolition debris such as: concrete, plaster, lumber, dirt, rocks, and other construction debris
- Automobile parts and tires
- Electronics (see electronics recycling drop off locations on page 9)
- Hazardous Waste (see disposal options on page 7)
- Paints, pesticides, chemicals, and cleaning agents (see disposal options on page 7)

Placement of Brush and Bulky Items

- Brush and bulky items may be set out no earlier than the Thursday prior to your collection week (check the Sanitation website or app to find your brush and bulky item pickup week)
- Materials must be placed at the curb by 7:00 a.m. the Monday of the pickup week
- Items must be placed just behind the curb line in front of your home
- Do not place in the street, on the sidewalk, or in any manner that will interfere with vehicular or pedestrian traffic or with garbage or recycle collection service
- Do not place within 5 feet of a roll cart, mailbox, fence or wall, water meter, telephone connection box, vehicle, fire hydrant, utility pole, or traffic sign
- Do not park in front of materials set out for collection
- Do not place under low hanging tree limbs or power lines, in an alley, or in front of a vacant lot or business

HOUSEHOLD HAZARDOUS WASTE DISPOSAL

Household Chemical Collection

Household hazardous wastes are chemicals which could cause harm to the environment if they are thrown into your garbage roll cart, poured down the drain or storm sewer, illegally dumped, or stored incorrectly. When you are finished using these types of products around your home, please take them to the Dallas County Home Chemical Collection Center for reuse or proper disposal.

Dallas County Home Chemical Collection Center
11234 Plano Road
Dallas, TX 75243

Acceptable Household Items:

- Chemical products for home use
- Paint and home repair products
- Lawn and garden chemicals
- Aerosol Sprays
- Pool Chemicals
- Craft & hobby supplies
- Cleaners & polishes
- Batteries of all kinds
- Automobile fluids & Oil filter
- Fluorescent light tubes
- Computers and cell phones

Do not bring:

- Business or commercial waste
- Containers larger than 5 gallons
- Explosives or Ammunition
- Shock sensitive material
- Smoke detectors
- Radioactive materials
- Medical Waste
- Common Trash or recyclables
- Construction Debris
- No Appliances, TVs or Microwaves
- Prescription drugs and other medicines

Batteries Oil Paint Antifreeze (BOPA) Collection

BOPA are items that can be collected by the City at remote sites. The Department of Code Compliance organizes "Community Clean Trashoff" events where the "BOPA mobile" will collect batteries, oil, latex paint, and antifreeze. Along with the BOPA mobile, these events host collection services for bulky items such as furniture, rugs, mattresses, appliances, electronics, tires (limit of 10), and document shredding. For more information, and to confirm BOPA collection at upcoming events, please call Code Compliance at 214-670-5708 or visit the Household Hazardous Waste page on the Dallas Sanitation website at dallascityhall.com/sanitation.

ADDITIONAL SERVICES

COST-PLUS

Cost-Plus is an on-demand collection service for brush and/or bulky items. A fee of \$60.00 (plus tax) per five cubic yards, billed in five cubic yard increments, will be directly billed to your City utility account.

PACK-OUT

Dallas Sanitation will provide a drive-up collection service to collect your recycle and garbage carts. This service does not include brush and bulky item collection. A monthly service fee in the amount of \$124.73 (plus tax) will be reflected on the property's City utility account. Each additional garbage roll cart will be \$13.85.

HELPING HANDS

Alternate recycle and garbage collection options are available for physically impaired persons residing without an able-bodied person in the household. These additional options are provided at no extra charge, pending the approval of a completed application and doctor's statement.

You can request any of the services above online at dallascityhall.com, the OurDallas app, or by calling 3-1-1.

EDUCATION AND OUTREACH PROGRAMS

The Dallas Sanitation outreach team is available to participate in and/or host a variety of events related to the services provided through the department free of charge. You can request the outreach team to participate in your event through the Dallas Sanitation website at dallascityhall.com/sanitation or email the outreach team at SANOutreach@dallascityhall.com.

Outreach services can include:

- Outreach and education to schools, HOAs, town halls and other community events
- Outreach and education to multi-family residential units (i.e. apartment residents)
- Education and resources for local businesses

SELF-SERVICE DISPOSAL LOCATIONS

City of Dallas residents may dispose of materials at the city's landfill or transfer stations. There is no charge for Dallas residents in passenger cars, station wagons, pickups, and trailers less than 15 feet long. A current, valid driver's license is required for entry to these facilities, as well as proof of Dallas residency, which may be through a Dallas address on your driver's license or a current Dallas water utility bill.

LANDFILL

McCommas Bluff Landfill

5100 Youngblood Road
(214) 670-0977
Monday – Friday, 5 a.m. – 8 p.m.
Saturday, 6 a.m. – 4 p.m.
Sunday, CLOSED

Materials Accepted

Household and commercial waste
Brush and bulky items
Appliances (refrigerants removed, if applicable)
Furniture
Electronics
Tires (limit 6 per year from Dallas residents, not exceeding 25 inches in diameter)

TRANSFER STATIONS

Northwest (Bachman) Transfer Station

Open to Dallas residents and small commercial customers
9500 Harry Hines Boulevard
(214) 670-6150
Monday – Saturday, 7:30 a.m. – 5 p.m.
Sunday, CLOSED

Northeast (Fair Oaks) Transfer Station

Open to Dallas residents (NO commercial customers)
7677 Fair Oaks Avenue
(214) 670-6126
Wednesday & Saturday ONLY, 7:30 a.m. – 5 p.m.

Southwest (Westmoreland) Transfer Station

Open to Dallas residents only (NO commercial customers)
4610 S. Westmoreland Road
(214) 670-1927
Wednesday & Saturday ONLY, 7:30 a.m. – 5 p.m.

Materials Accepted

Household waste
Recyclable materials
Electronics
Brush and bulky items
Scrap metal
Furniture
Tires (limit 6 per year from Dallas residents, not exceeding 25 inches in diameter)

RATES AND FEES

SERVICE FEES

Below are the current rates and fees for the various services provided by the Department of Sanitation. The department encourages all customers to review their monthly billing statements to verify charges on your account. Any other charges or fees placed on your account will also be reflected on the same billing statement. This can include but is not limited to: brush and bulky items fees, cost-plus fees, or roll cart replacement fees. **NOTE: all fees are subject to sales tax.**

Residential Sanitation Fee	\$35.81	per month
Monthly Recycling Fee	INCLUDED	
Additional Garbage Roll Cart	\$13.85	per month, per cart
Additional Recycling Roll Cart	NO COST	one additional cart only*
Roll Cart Replacement (Garbage) Roll Cart Replacement (Recycle)	\$67.90 \$70.81	due to abuse or neglect
Monthly Brush & Bulky Items 10 cubic yards or less	INCLUDED	
Monthly Brush & Bulky Items 20 cubic yard annual exception	INCLUDED	one annual exception with advance scheduling
Monthly Brush & Bulky Items over limit	\$60.00	per 5 cubic yards, billed in 5 cubic yard increments
Cost-Plus	\$60.00	per 5 cubic yards, billed in 5 cubic yard increments
Pack-Out Collection Service	\$124.73	per month

*Requests for recycle roll carts that exceed two per household will be charged a one-time service and delivery fee of \$50.00 per roll cart.

All rates above are effective as of October 1, 2022. For the most up to date rates and fees, reference the Sanitation Services Guide online at dallascityhall.com/sanitation.

For commercial disposal rates, please visit the Dallas Sanitation website at dallascityhall.com/sanitation





BRUSH & BULKY ITEM 2022 COLLECTION CALENDAR

Learn more about your Brush and Bulk Collection at:

DallasCityHall.com/Sanitation

What Items Are Collected?

- Only items originating from your home, no external waste.
- Tree limbs and shrubbery (no larger than 10 ft long, 8 inches in diameter), bagged leaves and lawn trimmings
- Furniture, Appliances*, Carpet, Mattresses and other items too large to fit into your garbage roll cart.

*Appliances with Freon™ (e.g. refrigerators) are not accepted.



What Items Are NOT Collected?

- Tires, electronics, loose garbage, glass and car parts
- Construction, demolition, or remodeling debris, bricks, concrete or dirt*
- *Cost Plus service is available to retrieve certain materials, or if you missed the brush and bulky item collection. Call 3-1-1 for pricing and to schedule a pickup.
- Household chemicals, paint, or other hazardous waste*
- *Certain household hazardous waste items can be taken for free to the Dallas County Home Chemical Collection Center on 11234 Plano Road, Dallas, TX 75243



Residential Waste Drop-Off Services:

Dallas residents may dispose of waste and debris at McCommas Bluff Landfill or any of our three transfer stations. There is no charge for Dallas residents hauling their own waste from their residence to the landfill or a transfer station. (A current, valid Texas driver's license showing a Dallas address, or a current Dallas water utilities bill is required as proof of residency.)

Visit DallasCityHall.com/Sanitation for addresses, rules, and hours of operation.

Dallas Sanitation App:

Download the FREE Dallas Sanitation Mobile App and never miss your collection day again! Receive: Collection reminders via push notifications on mobile devices, email, phone call, tweet or text. Download the free app on any Android or Apple device.



Know Your Week.

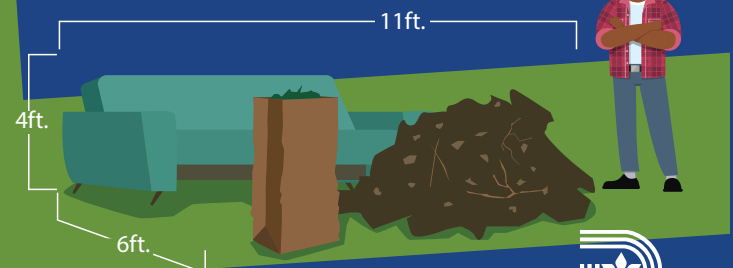
The Dallas Sanitation Department provides once-a-month brush and bulky collection for residential customers. Brush and Bulky Items can only be placed at the curb on your Set Out Days. The Thursday, Friday, Saturday and Sunday before your collection week are designated as your Set Out Days. If your neighbor is setting material at the curb on the wrong Week, please call 3-1-1.

You may either go to DallasCityHall.com/Sanitation to learn your brush and bulky week or call 3-1-1 to determine your week. The color-coded calendar highlights the collection weeks.

BLUE = 1st Monday Week, **RED** = 2nd Monday Week, **YELLOW** = 3rd Monday Week, **PURPLE** = 4th Monday Week. Your collection calendar and other information can be found at DallasCityHall.com/Sanitation.

Heads Up!

New regulations are in effect to keep our city clean and clutter free. A maximum of 10 cubic yards of brush and bulky items may be set out each month. Learn more, including how to claim an annual oversize collection, at CurbsideManners.com.



City of Dallas

2022 BRUSH & BULKY ITEM COLLECTION CALENDAR

1ST MONDAY WEEK COLLECTION

2ND MONDAY WEEK COLLECTION

3RD MONDAY WEEK COLLECTION

4TH MONDAY WEEK COLLECTION

WEEKDAYS OF NO COLLECTION

Set out up to 10 cubic yards of brush and bulky items on the Thursday, Friday, Saturday, and Sunday before your collection week.



JANUARY

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MAY

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JULY

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31						

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OCTOBER

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NOVEMBER

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DECEMBER

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Download "Dallas Sanitation's" FREE mobile app on Apple or Android to find your collection schedule and to sign up for reminders.

