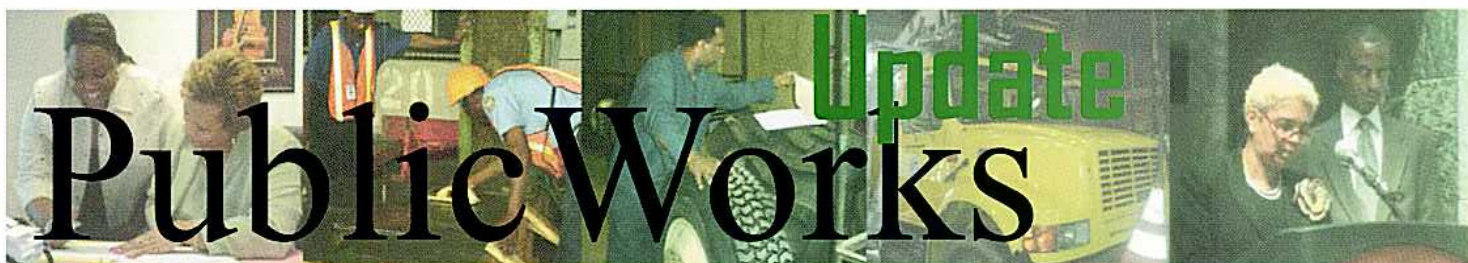


Appendix A

Educational Materials

DRAFT

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City of Atlanta Department of Public Works • Winter 2004 • Volume 1, Issue 2



David E. Scott, P.E.
Commissioner
of Public Works

As the year comes to a close, we are pleased to have experienced great successes and overcome difficult challenges, thanks to the leadership of our Mayor, collaboration with Council, and the dedication of our DPW family. In December we achieved a major milestone in solid waste disposal with the contracting of two transfer stations. Our bulk rubbish collection wait time has been shortened and the department has initiated a program to combat illegal dumping. We've also improved our customer service unit, and implemented a new proactive public relations program. We launched a program to encourage property owners to maintain and repair their sidewalks, and we continue to seek out opportunities for public involvement and community partnering. We held our second annual health fair, and we are committed to promoting a healthy workforce. Also this year, we continued to refine DPW-Stat the management tracking system that's so successful it has become a city-wide model. We have many reasons to be filled with optimism. On behalf of DPW, I wish everyone a joyous holiday season and a safe and productive New Year.

Department of Public Works
55 Trinity Ave, Suite 4700
Atlanta, Georgia 30303
Phone: 404-330-6240
Fax: 404-330-7552
publicworks@atlantaga.gov

Transfer Stations Contracted for Solid Waste Disposal

Public meetings underway for long term plan



Department of Public Works began taking all solid waste to two transfer stations, one in Cobb County (pictured) and the other in Fulton on November 30 upon the closing of the Live Oak Landfill. These transfer stations are not landfills. They are pre-established businesses that have been serving other customers for years. "We are pleased that the City acted with foresight to secure the services of these facilities," said Public Works Commissioner David Scott. "This move will allow us to continue seamless solid waste services while we develop our long-term solid waste

Solid Waste Disposal - Continued on Page 4

DPW Enhancing Customer Service Unit & Procedures

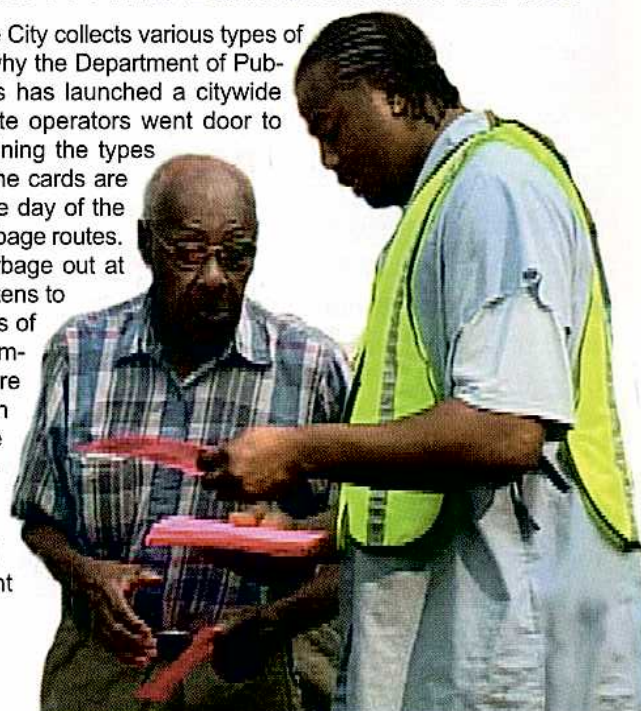
Customer Service continues to be a major priority both for the Mayor and the Department of Public Works. DPW reorganized the Customer Service Unit this year, with staffing increases and a new management structure. "Customer service is our window to the public we serve," said Commissioner David Scott. "This unit is vital to meeting our department's mission and helps fulfill the Mayor's goal of being a more responsive and effective government, and a cleaner city with a strong infrastructure." The department has a new customer service manager, **Cedrick Shipman**, (formerly of Traffic and Transportation) and four additional customer service operators. Shipman has implemented new changes such as more oversight and monitoring of calls to ensure courtesy and efficiency. He also examined call patterns and staffing levels at peak call times. These changes have already yielded significant improvements. The caller wait-time has been reduced to two minutes, and the satisfaction rate based on our surveys has increased from 11 percent to 65

Customer Service - Continued on Page 3

Solid Waste Schedule Cards Provide Education and Service

Many residents may not know what days the City collects various types of solid waste in their neighborhoods. That's why the Department of Public Works' Bureau of Solid Waste Services has launched a citywide information campaign. This Fall solid waste operators went door to door handing out information cards explaining the types and schedules of solid waste collections. The cards are being distributed on Fridays, since that's the day of the week that the workers don't have regular garbage routes. With this information citizens can place garbage out at the proper times. "It's very important for citizens to know what days to put out the different kinds of solid waste items," said Public Works Commissioner, David E. Scott. "These cards are personalized for each route and people can keep them as a handy reminder." Some items are not immediately picked up because they are placed out at the wrong times. Residents are reminded not to place them out unless it is the scheduled time for collection and not to mix different kinds of solid waste.

Solid Waste Operator, Anthony Matthews (right) gives a schedule card to a resident on his route. The cards are being distributed to every household on DPW's service routes.



www.atlantaga.gov/Government/PublicWorks.aspx

Did you know?

■ The function of Motor Transport Services (MTS) is managing, conserving, and maintaining more than 5,000 motorized vehicles and related parts, and supplies owned by the City of Atlanta.

■ MTS is a component of the Department of Public Works.

■ DPW's Traffic and Transportation maintains more than 900 traffic signals.

■ There are more than 80,000 households on DPW's residential garbage routes.

■ Public Works employees are among the only city employees who have direct contact with residential households every day

■ Public Works staff members are available to address your neighborhood or civic meeting. To request a speaker, call 404-330-6240.

Corry Evans of Transportation awarded by City Council

Atlanta City Council recently honored Public Works Employee, **Corry Evans**, who is assigned to the Office of Transportation, Sign and Marking Section. Mr. Evans was recognized for outstanding and dedicated service to the City of Atlanta. The award took place in the council chambers. Reading the award, Councilman C.T. Martin, Council District 10, stated that Mr. Evans is "a true team player, motivator, leader, and is always true to his commitment." Councilman Martin first encountered Mr. Evans one Saturday when Mr. Evans and a coworker were repairing signs on Peyton Road. The councilman was also cleaning up in the area and noticed that Mr. Evans had taken the initiative to repair a school crossing sign that was not on his work order. The sign was bent over, and not only was it dangerous to pedestrians, but it was not visible to alert drivers of the school zone. "A lot of kids walk that route, so we got out there and started putting the sign back up. A lot of cars speed in this area and we want to make sure they are aware of the children," Mr. Evans said. "It's my job to keep the city safe." Commissioner Scott applauded the award. "We are very proud of Mr. Evans," Mr. Scott said. "He exemplifies the kind of commitment that we strive for department-wide. The day-to-day dedication of all our frontline employees is the backbone of all we do." ■



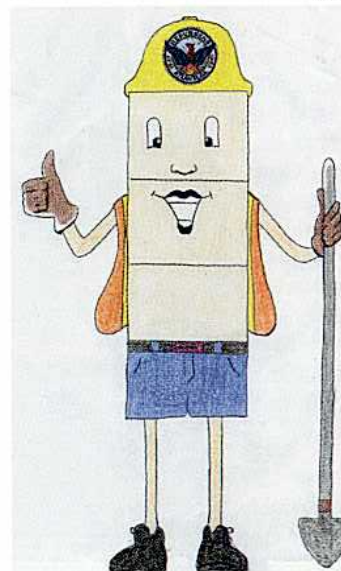
DPW Weathers the Storm by Marilyn R. Britt

Department of Public Works performed vital functions during Hurricane Ivan in September. Working around the clock, DPW teams responded to numerous emergency situations including more than 400 downed trees, 300 signal outages, and many other serious incidents related to flooding. Teams worked in cooperation with various internal and external agencies, and executed vital functions at the emergency operations center. "I am very pleased with the efforts of all our employees who responded during this crisis," said DPW Commissioner David Scott. "Their continuous efforts provided welcomed relief and reassurance to commuters, residents, and visitors to the City of Atlanta." DPW crews braved dangerous conditions, providing individual assistance in many cases. "My crew did a tremendous job. We worked throughout the entire night with only flashlights and lights from our service trucks," said **Eddie Johnson**, Street Maintenance Supervisor. While working, his crew saw a tree fall on an elderly couple's home and onto a street blocking access to and from their property. They stopped to remove the tree so the elderly woman could get to her dialysis appointment. See hurricane Ivan - Continued on Page 4



Clarence Rogers, Louise Simmons, Alma Johnson and J.D. Ingram of Maddox Park display the commendation Commissioner Scott awarded to each installation for work during Hurricane Ivan.

Keon Green designs friendly mascot for sidewalk campaign



DPW tapped internal talent to put a face on its Sidewalk Improvement Plan. **Keon Green** of Commissioner Scott's office, an art student, conceived and drew the mascot dubbed "Sidewalk Sam" who will be featured in educational media products. Green has a vision for his design. "I was thinking about the DPW workers, the equipment they use and their uniforms," he said. "I wanted to show a friendly sidewalk since the Commissioner talks about this being a citizen-friendly campaign." Green used paint and watercolors for the original work. When not designing and fielding calls in the front office, Green does part-time modeling for magazines and videos. He has appeared in videos of Nelly and local group MABS, and has appeared on BET and MTV. Green, who has been with DPW for almost two years, previously worked in procurement for three years. His long-term goal is to work in commercial art or animation. ■

Photo: Keon Green and the character he designed

Public Works Joins Mayor, COO and Watershed Management to welcome officials at APWA national convention

Mayor Shirley Franklin and the City's Commissioners of Public Works and Watershed Management hosted a reception in City Hall in September to welcome attendees of the American Public Works Association 2004 International Congress. Invited guests came from all over the United States and Canada. More than 200 leaders attended the reception in the City Hall Atrium. Participants networked, shared professional concepts, and toured the City's Traffic Control Center. They were entertained in a public works themed setting with functioning traffic lights, signs and other visual displays. "I want to thank you for your hard work and your advocacy," Mayor Franklin told the attendees. "We are very conscious of the role public works officials and public works advocacy play in our daily lives in the city of Atlanta." The American Public Works Association is an international professional association of public agencies, private sector companies, and individuals dedicated to providing high quality public works goods and services. ■



Mayor Shirley Franklin (center) is joined by Public Works Commissioner David E. Scott (l) and Chief Operating Officer Lynnette Young (r) to welcome public works officials and employees from throughout the United States at a reception in the Atlanta City Hall Atrium.



Public Works Commissioner David E. Scott and Deputy Commissioner for Solid Waste, Donna Owens were recently the featured guests on WAOK Radio talk show *Power Talk* with Lorraine Jacques White. Scott and Owens felt the forum was an ideal way to respond to listener inquiries on solid waste services. Fielding questions from callers, they provided upbeat and timely information about various concerns. "We always welcome the opportunity to talk to citizens and hear their concerns," Commissioner Scott said. "This kind of feedback helps us serve all of our residents better." Photo: (l-r) Lorraine Jacques White, David Scott, Donna Owens fielding calls about Solid Waste Services during a radio call-in show in October

Customer Service - Continued from Page 1



Cedrick Shipman,
Customer Service Manager

percent. Shipman is working with the Mayor's office in a process to call randomly-selected residents, who have recently called the service operators. During those follow up calls, he asks them about how the call was handled. That information is used to identify opportunities for training and make further improvements. "Customer service impacts our public perception. In a few minutes our operators can create a good impression that lasts in the mind of the caller on the line. We want to make sure that we are always courteous and responsive," said Shipman. He has been with the city for nine years. His previous position was Customer Service Research Tech for Traffic and Transportation. He has also worked for First Data Resources, a private firm. The Michigan native attended Clark Atlanta University where he majored in Communications. In his free time he likes traveling, working out and spending time with friends. ■

"Walk for Sidewalks" promotes sidewalk repair

In September DPW in cooperation with the citizens of Atlanta launched a campaign to create a city-wide network of safe well-maintained sidewalks. DPW's sidewalk campaign encourages citizens to repair and maintain the sidewalks that about their property. "Sidewalks give us the opportunity to interact with our surroundings and give us all a better sense of community. Sidewalks make our streets safer, provide a place for children to play and offer a means of alternative transportation," said Public Works Commissioner David Scott. "Property owners have a vital role in the sidewalk program. This level of community ownership empowers residents to make changes that benefit themselves and their neighborhoods." To reinforce the program DPW held an event called "A Walk for Sidewalks" September 10. Dozens of residents joined the one-mile walk through midtown which culminated with a news conference in Piedmont Park. DPW is working with community groups and property owners to foster a better understanding about when and if sidewalk repairs are needed. DPW is offering home owners helpful literature that provides details and guidance on getting the repairs done.



Midtown residents joined DPW staffers at "A Walk for Sidewalks" Sept. 10th

Promoting a Healthy Workplace

By Marilyn R. Britt

In continuing support of Mayor Shirley Franklin's "Health and Wellness Initiative", the Department of Public Works recently hosted its Second Annual Health Fair, spearheaded by Safety Administrator **Nancy Barrington**. Public Works Commissioner, David Scott and Chief Operating Officer, Lynnette Young, were on hand to welcome participants and offer encouragement to employees taking responsibility for their health. A number of Public Works employees took advantage of a variety of

See Health Fair - Continued on Page 4



Shirley Franklin Mayor

Atlanta City Council President

Lisa M. Borders

City Council Members

Carla Smith

Debi Starnes

Ivory Lee Young, Jr

Cleta Winslow

Natalyn Mosby Archibong

Anne Fauver

Howard Shook

Clair Muller

Felicia Moore

Clarence T. Martin

Jim Maddox

Joyce Shepherd

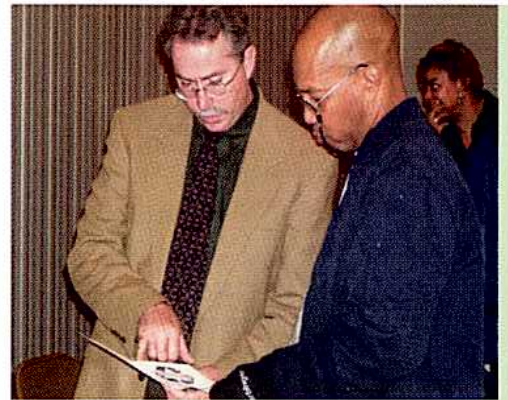
Cesar Mitchell, Post 1

Mary Norwood, Post 2

H. Lamar Willis, Post 3

Solid Waste Disposal - Continued from Page 1

disposal plan." At the stations garbage will be transferred from City trucks to other large vehicles for transport to existing landfills outside of metro Atlanta. DPW is currently holding a series of public meetings on its Solid Waste Comprehensive Plan Update. The purpose of these meetings is to solicit community participation and residents' input on the City's plans for solid waste management for the next 10 years. Discussion topics include: amount and source of waste, waste reduction, recycling, collection procedures, future disposal options such as "waste to energy", implementation and financing. The Georgia Solid Waste Management Act requires that Atlanta complete its Comprehensive Solid Waste Management Plan Update by October 2005. The first meeting, which was in November in southwest Atlanta, drew more than 50 people who reacted positively. **For the complete schedule of meetings, please visit the City website at www.atlantaga.gov or call 404-330-6236.** Photo: James Swope, Public Works Manager explains the current solid waste process to a citizen at a public meeting.



DPW Stat presentation gets high rating at APWA Convention By Earl Sims

Department of Public Works participated in the APWA Conference with a September 14th educational session about DPWStat, the performance management program implemented by Commissioner David Scott. The presentation was delivered by **Randy Bundy**, DPW I.T. Manager and DPW-Stat program manager. It was extremely well received by the more than 50 attendees at the session, with 90 percent giving it a "recommended" in their evaluation. "ATLStat", now under development, is the City-wide extension of the DPWStat program. With the Mayor's Dashboard providing the strategic view, ATLStat provides for a more granular look at the City's operations on a more frequent basis. ■

Hurricane Ivan - Continued from Page 2

"It was a new experience for me. My main thought was being concerned for the safety of my crew," said **Andreata Dukes**, Laborer Senior with Street Operations. Dukes was among the first, including North Avenue Installation Chief, **David Munoz**, who watched as transformers began to blow, winds intensified and trees began to fall across the city. Ms. Dukes and other dedicated DPW employees worked tirelessly placing barricades around live wires, clearing driveways and cutting up and removing downed trees. "I would do it again because I like to help the citizens of Atlanta," Dukes said. "As a part of dealing with the public, that's what we do." Many of the Public Works staff served in the Fulton County's Emergency Management Center and the Atlanta Fire Communications Center's 24/7 operations. Public Works Manager, **Gayla Dodson** said that many of the Solid Waste staff assisted Street Operations and Watershed employees in cleaning catch basins and removing yard debris to prevent flooding. The process of removing debris continued several weeks after the storm, she noted. As devastating as the effects of the storm were, this was nothing new to many Public Works staffers who have worked through ice and rainstorms, infrastructure sinkholes, and other emergency situations. **Rodney Thomas**, Heavy Equipment Operator, Senior assisted in clearing debris and insuring that chain saws were operated properly. He summarized the sentiment of many DPW workers, "I am always ready. I am prior military, so I have to stay ready", said Thomas, who applauded the teamwork. "We are each others eyes and ears." In recognition of employees' storm efforts, the Commissioner awarded each DPW installation with a plaque. "Each of you did an exemplary job", Commissioner David E. Scott told employees. "You went above and beyond the call of duty and put the needs of the City first. This shows that we as a department stand ready to face any challenge with the same dedication, tenacity and teamwork." ■

Health Fair - Continued from Page 3

health screenings provided by more than 25 vendors. The screenings focused on issues such as obesity, smoking, alcohol, drug abuse, high blood pressure, diabetes, cancer, heart attacks, stress, depression, and safe sex practices, which plague our workforce and the general population. A doctor was available to counsel the employee, offering insightful and encouraging information about medical treatment and lifestyle changes. "The Health Fair was very conve-



Photo: Nancy Barrington, Commissioner Scott, Lynnette Young, Johnnie Moore III, Gina Pagnotta and Pamela Wilson share a moment at the Health Fair

nient, informative, and it gave me an opportunity to check for physical deficiencies I would have probably never checked on my own," said **Gina Pagnotta**, Administrative Assistant at the North Avenue Installation. Other presenters included representatives from the University of Georgia Traffic Prevention Office, the National Aids Education Service for Minorities, and the City of Atlanta offered the opportunity to open free checking accounts requiring no credit checks. ■

DPW Important Numbers

- Report Illegal Dumping
404-521-DUMP
- Garbage Collections/Schedules
404-330-6333
- Traffic Light & Street Issues
404-330-6501

The Public Works Update Newsletter is produced by DPW's

Public Information Officer Pamela Wilson with editorial assistance from Marilyn Britt.

If you have ideas for the newsletter or if you wish to submit an article, please e-mail the item to pwilson@atlantaga.gov or call (404) 330-6240. Digital photos welcome!

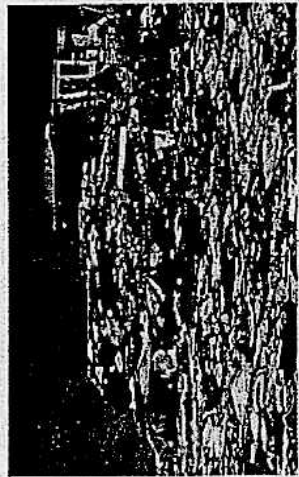
ILLEGAL DUMPING

Illegal dumping is defined as depositing any kind of trash, garbage or refuse onto vacant lots, someone else's property or in public spaces. These items include, but are not limited to, large furniture items, auto parts, junk, trash, building materials etc.

ILLEGAL DUMPING IS A CRIME

TO REPORT ILLEGAL DUMPING CALL

404-521-DUMP (3867)



Illegal Dumpsite

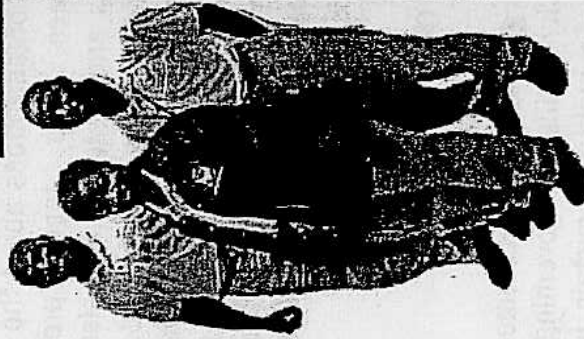


DRAFT

S.W.E.E.T.

MEMBERS

VERNA SINGLETON PROJECT MANAGER
 ANTHONY BYRD NORTHWEST ATLANTA
 RONNIE WEBB NORTHWEST ATLANTA
 PATRICIA SANDERS NORTHEAST ATLANTA
 TENSLEY COFER SOUTHWEST ATLANTA
 PATRICK DAVIS SOUTHWEST ATLANTA
 GERALDINE JOHNSON SOUTHEAST ATLANTA



S.W.E.E.T.

SOLID WASTE EDUCATION
AND ENFORCEMENT TEAM

**SOLID WASTE SERVICES
 EDUCATION and ENFORCEMENT TEAM**
 55 TRINITY AVENUE SW
 ATLANTA, GEORGIA 30303
 Phone: 404 330-6236
 Fax: 404 658-7704
 E-mail: publicworks@atlantaga.gov

**DEPARTMENT OF PUBLIC WORKS
 BUREAU OF SOLID WASTE
 SERVICES**
 DAVID E. SCOTT, P.E.
 COMMISSIONER
 DONNA D. OWENS, CPM
 DEPUTY COMMISSIONER

The Department of Public Works Bureau of Solid Waste has mobilized the Solid Waste Education and Enforcement Team or S.W.E.E.T." to work with the Quality of Life Division and Department of Planning to enforce Solid Waste Ordinance 130. This ordinance governs the appropriate disposition of solid waste. S.W.E.E.T. members go into neighborhoods on a recurring basis to speak to citizens and community organizations about the Solid Waste Ordinance. The team provides educational talks and materials and also cite violators of City Ordinance for potential court cases. S.W.E.E.T. also provides referrals to other agencies for certain issues or concerns, i.e. right of way cutting, water main leakage, traffic lights outages, potholes, manhole covers or housing code violations.

OUR MISSION

"To educate the general public, customers and citizens on all City Ordinances governing Solid Waste Disposal. To build and sustain healthy neighborhoods by ensuring safe and clean communities and public spaces."

OUR OBJECTIVE

"To reduce overgrown vacant lots, illegal dumpsites, debris place in right of way and to encourage proper disposition of debris by contractors."

SWEET's goal is to educate the homeowners and citizens on City Ordinance 130 and outreach will specifically addresses the following:

- Definition of terms used in City Ordinance 130
- What and when to schedule for pickup
- Who should remove debris
- What items the City will and will not pickup
- Other Do's and Don'ts

SWEET Outreach Methods

- Canvass neighborhoods placing materials at individual homes. These items include door-knob hangers, stickers, flyers and brochures.
- Attend neighborhood meetings to speak and distribute literature
- Place exhibit booths at community events such as street festivals

SWEET is patrolling all of Atlanta issuing courtesy tickets to homeowners, citizens, contractors and illegal dumpers to enforce the City Ordinance 130 as it relates to public space. Each SWEET member is assigned to a zone of the City for patrolling.

As of August, 2004 more than three hundred and twenty-seven (327) courtesy tickets have been issued and one hundred (100) bulk piles from vacant property have been scheduled.

Steps in enforcement are:

- Issue courtesy ticket/citation
- Follow up to courtesy ticket/citation
- Second notice if warranted
- Second follow up to courtesy ticket/court citation if violation is not corrected
- Court date and time is set
- Penalties—up to \$500.00 and/or 60 days in jail
- Fines determine by Judge

Wondering about trash and garbage pick-up schedules? Here's the scoop.

The following schedule applies to your street:

GARBAGE COLLECTION - MONDAY

- Place Herbie Curbie on curb by 7 p.m. the previous day and remove from curb by 7 p.m. of collection day.

YARD TRIMMINGS

1st and 3rd WEEK OF MONTH

- Yard trimmings include: grass, leaves, pine straw, Christmas trees, nursery vegetative materials, and small branches not exceeding 4 feet in length and 6 inches in diameter. Logs and large branches must be cut into four-foot lengths and stacked at the curb.
- 1st Week defined as first full week of month.
- Actual pick-up can occur any day during the work week.

RECYCLING

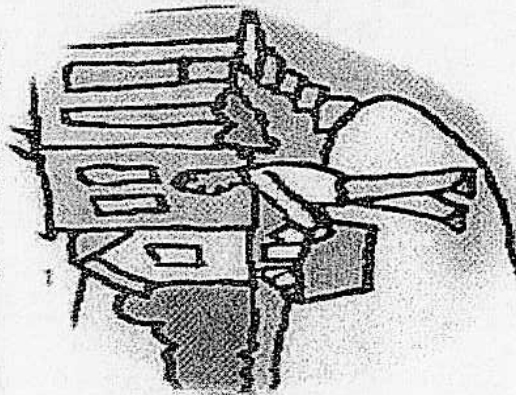
Same day as GARBAGE COLLECTION

BULK RUBBISH

MUST CALL CUSTOMER SERVICE TO

SCHEDULE APPOINTMENT (call 404-330-6333)

- Bulk Rubbish refers to materials whose total weight, volume and/or size are too large for the City's residential garbage collection trucks. This includes items such as appliances, large furniture, and combinations of items.
- Actual pick-up can occur any day during the work week.
- Please do not place items out until pick up week.



City of Atlanta, Department of Public Works

Bureau of Solid Waste Services

55 Trinity Avenue, Suite 4700, Atlanta, Georgia 30303-0326

Main Phone: 404-330-6236 • Customer Service: 404-330-6333

e-mail: publicworks@atlantaga.gov

(OVER)

HOLIDAY SCHEDULES

COLLECTION IS ONE DAY AFTER THE HOLIDAY

January 1 - New Year's Day

Third Monday in January - Martin Luther King Day

Fourth Monday in May - Memorial Day

July 4 - Independence Day

First Monday in September - Labor Day

November 11 - Veteran's Day

December 25 - Christmas Day

IMPORTANT NEW SCHEDULE CHANGE

Thanksgiving Day - No Collection

Day after Thanksgiving - No Collection

WEEK FOLLOWING THANKSGIVING ONLY

Thanksgiving Day Service on Monday

Monday Service on Tuesday

Tuesday Service on Wednesday

Wednesday Service on Thursday

Thursday Service on Friday

FREQUENTLY CALLED TELEPHONE NUMBERS

DEAD ANIMALS

404-523-0632

BULK RUBBISH COLLECTION APPOINTMENTS

404-330-6333

MISSED GARBAGE COLLECTION

404-330-6333

NEW HERBIE CURBIE (GARBAGE CONTAINER)

404-330-6333

MISSED YARD TRIMMINGS COLLECTION

404-330-6333

MISSED RECYCLING COLLECTION

404-792-1212

BLOCKED STORM DRAINS

404-624-0751

ILLEGAL DUMPING

404-521-DUMP(3867)

CODE ISSUES:

OVERGROWN VACANT LOTS

VACANT PROPERTY NUISANCE

ABANDONED VEHICLES

PRIVATE PROPERTY

404-330-6190

(OVER)

YOU CAN MAKE A DIFFERENCE!

Recycling Is As Easy As 1, 2, 3!

First Decide on a storage area. The kitchen is an ideal place for a home recycling center. Put the bin a place where you'll remember to use it, such as under the sink or in a closet or pantry. These places can be easily outfitted as a storage place. A location about 3'x3', in the garage or near a back door, can also be used for storage.

Second Take every opportunity to fill your recycling bins with properly prepared recyclable materials.

Third Secure all items in your recycling bin.

RECYCLING COLLECTION TIMES AND INFORMATION

CURBSIDE RECYCLING SERVICES ARE PROVIDED TO SINGLE FAMILY RESIDENCES. ONLY APPROVED RECYCLABLE MATERIALS INSIDE A CITY OF ATLANTA RECYCLING BIN WILL BE COLLECTED. UNAPPROVED RECYCLABLE MATERIALS WILL BE LEFT IN OR ON THE RECYCLING BIN.

Place your City of Atlanta recycling bin(s) at the curb by 7:00 a.m. on your regularly scheduled collection day.

QUESTIONS?

CALL THE ATLANTA RECYCLING HOTLINE AT
404-792-1212

or

E-MAIL QUESTIONS TO recycling@ci.atlanta.ga.us

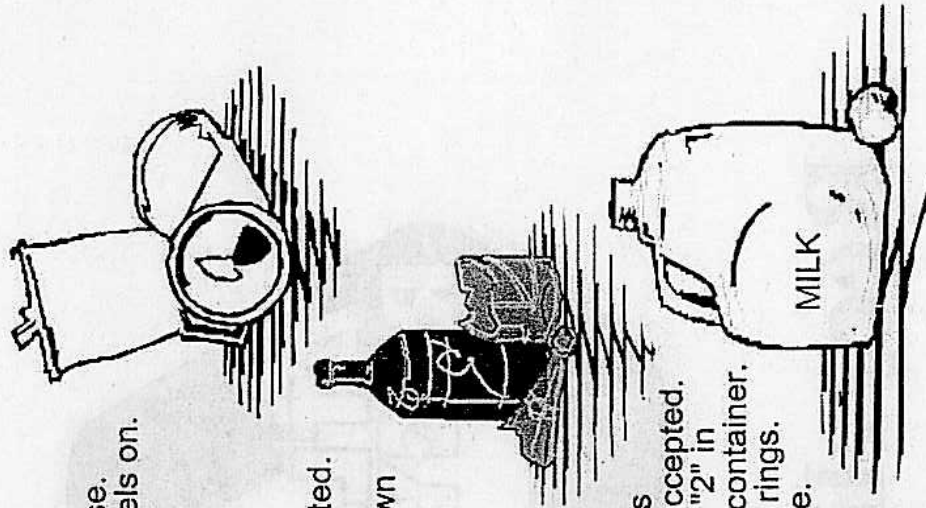


Recycling User Guide

1st Edition

CITY OF ATLANTA

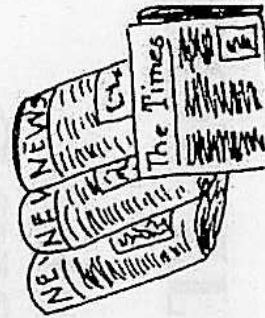
DO's. Aluminum and metal food and beverage cans are accepted. Rinse. Flatten cans to save space. Leave labels on.



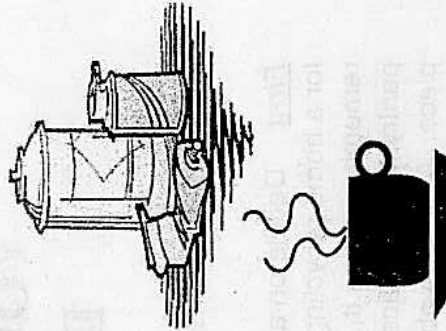
DO's. Glass bottles and jars are accepted. Remove and discard all lids. Rinse. Leave labels on. Clear, green, and brown glass are accepted.

DO's. All #1 (PET) and #2 (HDPE) clear and green plastic beverage bottles and white or translucent milk jugs are accepted. Plastic bottles are marked with a "1" or "2" in a triangle, usually on the bottom of the container. Remove and discard all caps and neck rings. Rinse. Flatten containers to save space.

DO's. Newspapers are accepted. To keep newspapers from blowing away, place the recycling bin cover firmly on top of your bin.

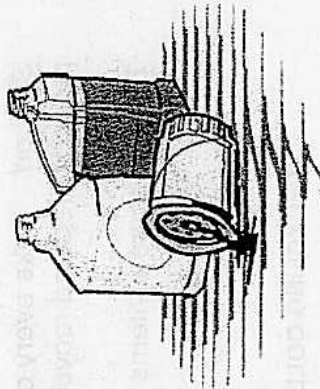


DON'Ts. No foil, pie tins, or other items such as aerosol or paint cans. These items contain contaminants.

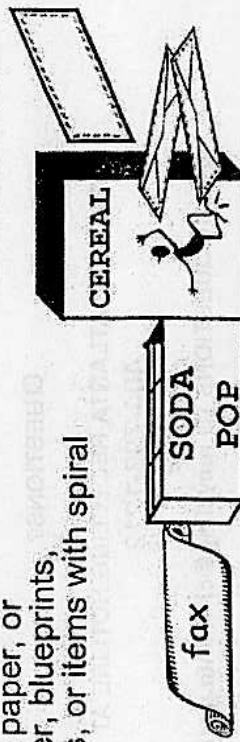


DON'Ts. No Pyrex, window glass, light bulbs, ceramics, china, or other heat resistant items such as ovenware or drinking glasses.

DON'Ts. No plastic bags, plastic wrap or fast food containers, or other types of plastic bottles such as those used for motor oil, antifreeze, cleaning products, or other hazardous materials.



DON'Ts. Pizza boxes. Pizza boxes are considered garbage because they are contaminated with cheese or grease. No pasteboard boxes such as cereal, shoe, or beverage cartons. No envelopes that contain glue, stamps, or plastic windows. No newspapers in plastic sleeves, plastic grocery bags, or bundled with string. No rolled fax paper, NCR paper, or carbon paper, blueprints, photographs, or items with spiral binders.





YARD TRIMMING COLLECTION

Definition:

Refers to leaves, brush, grass clippings, shrubs and tree prunings, including tree roots, Christmas trees, branches not exceeding 4 ft. in length and 6 inches in diameter, nursery and greenhouse vegetative residuals.

**Container:**

Leaves, grass clippings and pine straw should be placed in paper bags manufactured for yard trimming disposal. These bags should not exceed 50 lbs., when full. Plastic bags are not acceptable for yard trimmings.

Schedule: (based on garbage collection day)

Please remember to set yard trimmings at curb.	S	M	T	W	TH	F	S	
			MON. & TUES.					1ST WEEK
			WED. & THURS.					2ND WEEK
			MON. & TUES.					3RD WEEK
			WED. & THURS.					4TH WEEK

NOTE: THIS SCHEDULE BEGINS ON THE 1ST MONDAY OF EACH MONTH

RECYCLING

**Definition:**

Refers to any process by which materials that would otherwise become solid waste are collected, separated, or processed and reused or returned to use the form of raw materials or products.

Items collected at curbside are:

Old Newspaper, Aluminum Cans, Glass Bottles and Jars (Remove the Lids), Steel (Tin) Cans, Plastics #1 and #2 (Numbers on the Bottom), Mixed Paper, Office Paper, Junk Mail, Telephone Directories and Boxboard (Cereal Boxes).

Drop-off Locations:

Old Magazines: Margaret Mitchell Elem. School
2845 Margaret Mitchell Dr, NW
Old Telephone Books: U.S. Postal Service
1984 Howell Mill Rd., NW
Old Corrugated Cardboard: City Of Atlanta
1540 Northside Drive, NW
128 Claire Drive, SE

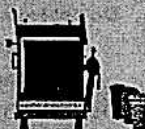
**Schedule:**

Recycling is collected on the same day as your garbage.

GARBAGE COLLECTION

Definition:

Refers to putrescible wastes (capable of being decomposed by microorganisms) including kitchen and table food waste, table animal or vegetable wastes resulting from the storage, preparation, cooking, processing or handling foodstuff.

**Container:**

Herbie Curbies are used for household garbage collection only. Garbage placed inside a Herbie Curbie should be placed in a plastic bag first.

Schedule:

Household garbage is collected once per week. Herbie Curbies should be set out for collection after 7PM on the evening prior to collection or no later than 7AM on the day of collection. Herbies should be put away no later than 7PM on the day of collection.

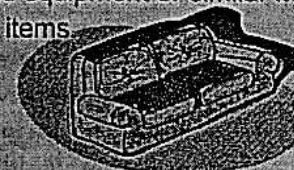


BULK RUBBISH

NEW SCHEDULE

Definition:

Refers to materials with a total weight, volume and/or size that is too much for the City's residential garbage collection trucks. Includes items such as appliances, large furniture, large piles of tree branches, large metal or wooden playground equipment or similar items and combination of these items.

**Schedule:** (based on your quadrant)

****Effective June 1, 2004****

Place all Scheduled items at the curb on the Sunday prior to your collection week.	S	M	T	W	TH	F	S	
								1ST WEEK
								2ND WEEK
								3RD WEEK
								4TH WEEK

NOTE: THIS SCHEDULE BEGINS ON THE 1ST MONDAY OF EACH MONTH

SEE REVERSE SIDE FOR HOLIDAY SCHEDULE AND GUIDELINES



FREQUENTLY USED TELEPHONE NUMBERS

CITY OF ATLANTA

DEAD ANIMALS 404-523-0632
BULK RUBBISH COLLECTION APPOINTMENTS 404-330-6333
MISSED GARBAGE COLLECTION 404-330-6333
NEW HERBIE CURBIE (GARBAGE CONTAINER) 404-330-6333
MISSED YARD TRIMMINGS COLLECTION 404-330-6333
MISSED RECYCLING COLLECTION 404-792-1212
BLOCKED STORM DRAINS 404-624-0751

HOUSING CODE ENFORCEMENT

OVERGROWN VACANT LOTS 404-330-6190
VACANT PROPERTY NUISANCE 404-330-6190
ABANDONED VEHICLES
PRIVATE PROPERTY 404-330-6190
PUBLIC RIGHTS OF WAY 911

DEKALB COUNTY

STRAY ANIMALS 404-294-2996

STATE OF GEORGIA

DEPARTMENT OF TRANSPORTATION
DEAD ANIMALS ON EXPRESSWAY 404-624-2441
ENVIRONMENTAL PROTECTION DIVISION
HAZARDOUS WASTE 404-656-7802

FULTON COUNTY

ENVIRONMENTAL HEALTH SERVICES 404-730-1301
FOOD SERVICE LICENSE
SWIMMING POOL LICENSE
ANIMAL CONTROL (LIVE ANIMALS) 404-794-0358
MOSQUITO HOTLINE 404-730-5296
WEST NILE HOTLINE AND DEAD BIRD PICKUP 404-524-7368

HOLIDAY SCHEDULE

COLLECTION IS ONE DAY LATER STARTING THE DAY AFTER THE HOLIDAY

January 1	New Year's Day
Third Monday in January	Martin Luther King, Jr. Day
Fourth Monday in May	Memorial Day
July 4	Independence Day
First Monday in September	Labor Day
November 11	Veteran's Day
December 25	Christmas Day

IMPORTANT NEW SCHEDULE CHANGE

Thanksgiving Day—No Collection

Day after Thanksgiving—No Collection

WEEK FOLLOWING THANKSGIVING ONLY

Thanksgiving Day Service on Monday

Monday Service on Tuesday

Tuesday Service on Wednesday

Wednesday Service on Thursday

Thursday Service on Friday

COLLECTION WILL RETURN TO NORMAL MONDAY-THURSDAY SERVICE THE FOLLOWING WEEK

DO'S

- Do call and schedule bulk rubbish before placing at the curb.
- Do place all bulk rubbish in an accessible area at the curb on Sunday prior to your collection week.
- Do use City issued Herbie Curbie for household garbage.
- Do separate yard trimmings from household garbage only.
- Do put leaves, grass clippings and pine straw in paper bags, not more than 50 lbs per bag. (biodegradable preferred)
- Do cut limbs, heavy brush, tree trunks, stumps and roots into four-foot lengths, six inches or less in diameter and stack neatly.
- Do flatten and bundle cardboard boxes; 50 boxes per bundle with no dimension more than 36 inches.
- Do place discarded clothing in bags.
- Do remove doors from refrigerators and freezers or place them face down and call Solid Waste Services 404 330-6333 for pickup.
- Do place Herbie at the curb after 7p.m. on the day before your collection; remove Herbie by 7p.m. on your collection day.

DON'T

- Don't place any bulk rubbish at the curb other than on your scheduled collection week.
- Don't place yard trimmings in the Herbie Curbie.
- Don't pile loose yard trimmings at the curb.
- Don't place uncut tree stumps and roots at the curb.
- Don't place tires, auto batteries nor auto parts out for collection.
- Don't use plastic bags to contain yard trimmings.
- Don't put dirt in containers or bags.

- Don't place these items in Herbie: body waste, medical bags containing body waste; hypodermic needles; hazardous waste (paint, pesticides, paint cans); industrial waste (dirt, rocks, bricks, plaster, asbestos, roofing, sheet rock, lumber); oils (paint thinner, motor oil); automotive parts; nor dead animals or animal waste.

*For residents with backyard garbage collection:

- Don't place yard trimmings nor oversized bulk rubbish in Herbie.
- Don't leave yard trimmings and oversized bulk rubbish in backyard for collection. These items must be at the curb for pickup.



City of Atlanta Bureau of Solid Waste Services

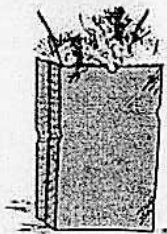
New Collection Schedule & Information

**Current Garbage Collection
schedule will be maintained.**



Yard Trimmings Collection

YARD TRIMMINGS refer to leaves, brush, grass clippings, shrub and tree pruning, including tree roots, branches not exceeding 4 feet in length and 6 inches in diameter, discarded Christmas trees, nursery and greenhouse vegetative residuals.



Leaves, grass clippings and pine straw should be placed in paper bags manufactured for yard trimming disposal. These bags should not exceed 50 pounds, when full. Plastic bags are not acceptable for yard trimmings.

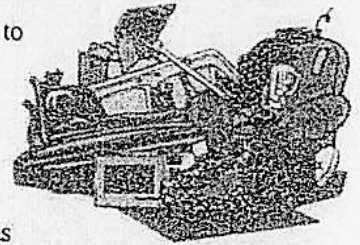
Beginning October 14, 2002, yard trimmings will be collected twice per month, based on your garbage collection day. If your garbage is collected on Monday or Tuesday, then your yard trimmings will be collected during the 1st and 3rd week of each month. If your garbage collection day is Wednesday or Thursday, then your yard trimmings will be collected during the 2nd and 4th week of each month. Please set debris at curbside, no later than the weekend prior to your collection week.

S M T W Th F S							
Remember to set yard trimmings at curb	MON. & TUES.						1st Week
	WED. & THURS.						2nd Week
	MON. & TUES.						3rd Week
	WED. & THURS.						4th Week

Please note that this schedule begins on the 1st Monday of each month.

Bulk Rubbish Collection

BULK RUBBISH refers to materials with a total weight, volume and/or size that is too much for the City's residential garbage collection trucks.



This includes items such as appliances, large furniture, large piles of tree branches, large metal or wooden playground equipment or similar items and combinations of these items.

Effective September 16, 2002, the City of Atlanta will begin scheduling bulk rubbish collections.

October 14, 2002, is the first date that bulk rubbish will be collected, under these procedures. Appointments will be scheduled between the hours of 9:00 a.m. - 4:00 p.m. Monday through Friday.

Please call the Bureau of Solid Waste Services 404-330-6333 to schedule an appointment for collection of the following:

BULK RUBBISH

- White Goods (appliances)
Appliances must be turned face down thereby blocking the doors, or doors must be removed.
- Large Household Furniture
Mattresses, sofas, dressers, dining room tables, etc.

DEAD ANIMALS

- Small animals must be bagged and placed at the curb.

The City will not collect the following items:

- Building materials & Construction debris
Lumber, roofing, siding, gutters, bricks, concrete
- Hazardous Materials
Automobile parts, wet paint, tires
- Trees that have been cut down by Contractors



SWS
No. 01537

CITY OF ATLANTA
DEPARTMENT OF PUBLIC WORKS
SOLID WASTE SERVICES

COURTESY TICKET

Resident of: _____

Your refuse was not collected for the following reason (s) checked below:

- ☐ 1. Improper container for yard debris (NO PLASTIC BAGS) Sec. 130-36 (c)
- ☐ 2. Improper container for household refuse Sec. 130-37
- ☐ 3. Mixed Refuse (Requires separation) Sec. 130-36 (d)
- ☐ 4. Uncontainerized household refuse Sec. 130-37 (c)
- ☐ 5. Uncontainerized yard debris Sec. 130-36 (d)
- ☐ 6. Logs and/or tree stumps too large or heavy Sec. 130-36 (c)
- ☐ 7. Limbs not cut up properly (Must be 4 feet in length by 6 inches in diameter) Sec. 130-36 (c)
- ☐ 8. Limbs not stacked properly Sec. 130-36 (c)
- ☐ 9. Call and schedule appliances for collection at (404) 330-6333
- ☐ 10. Call and schedule bulk rubbish collection at (404) 330-6333
- ☐ 11. Material not collected by Solid Waste Services
- ☐ 12. Material was blocked by: _____

Please comply in order to be collected as scheduled.

Comments:

Print Name: _____ Telephone# _____

Signature: _____ Date: _____
(Supervisor/Inspector)

Should you have any concerns or questions regarding your city solid waste services, please call our office at (404) 330-6333.

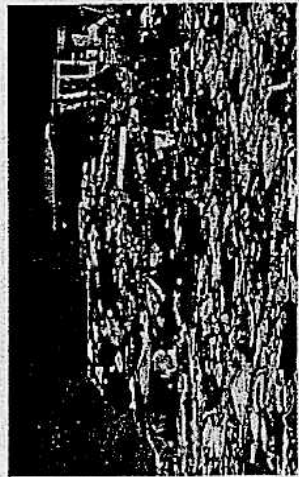
ILLEGAL DUMPING

Illegal dumping is defined as depositing any kind of trash, garbage or refuse onto vacant lots, someone else's property or in public spaces. These items include, but are not limited to, large furniture items, auto parts, junk, trash, building materials etc.

ILLEGAL DUMPING IS A CRIME

TO REPORT ILLEGAL DUMPING CALL

404-521-DUMP (3867)



Illegal Dumpsite

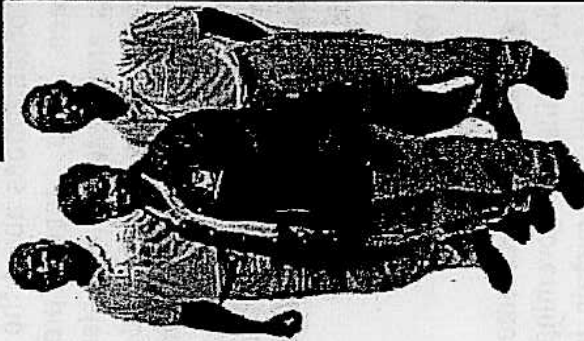


DRAFT

S.W.E.E.T.

MEMBERS

VERNA SINGLETON PROJECT MANAGER
 ANTHONY BYRD NORTHWEST ATLANTA
 RONNIE WEBB NORTHWEST ATLANTA
 PATRICIA SANDERS NORTHEAST ATLANTA
 TENSLEY COFER SOUTHWEST ATLANTA
 PATRICK DAVIS SOUTHWEST ATLANTA
 GERALDINE JOHNSON SOUTHEAST ATLANTA



S.W.E.E.T.

SOLID WASTE EDUCATION
AND ENFORCEMENT TEAM

**SOLID WASTE SERVICES
EDUCATION and ENFORCEMENT TEAM**

**55 TRINITY AVENUE SW
ATLANTA, GEORGIA 30303**

Phone: 404 330-6236

Fax: 404 658-7704

E-mail: publicworks@atlantaga.gov

DEPARTMENT OF PUBLIC WORKS

**BUREAU OF SOLID WASTE
SERVICES**

**DAVID E. SCOTT, P.E.
COMMISSIONER**

**DONNA D. OWENS, CPM
DEPUTY COMMISSIONER**

The Department of Public Works Bureau of Solid Waste has mobilized the Solid Waste Education and Enforcement Team or S.W.E.E.T." to work with the Quality of Life Division and Department of Planning to enforce Solid Waste Ordinance 130. This ordinance governs the appropriate disposition of solid waste. S.W.E.E.T. members go into neighborhoods on a recurring basis to speak to citizens and community organizations about the Solid Waste Ordinance. The team provides educational talks and materials and also cite violators of City Ordinance for potential court cases. S.W.E.E.T. also provides referrals to other agencies for certain issues or concerns, i.e. right of way cutting, water main leakage, traffic lights outages, potholes, manhole covers or housing code violations.

OUR MISSION

"To educate the general public, customers and citizens on all City Ordinances governing Solid Waste Disposal. To build and sustain healthy neighborhoods by ensuring safe and clean communities and public spaces."

OUR OBJECTIVE

"To reduce overgrown vacant lots, illegal dumpsites, debris place in right of way and to encourage proper disposition of debris by contractors."

SWEET's goal is to educate the homeowners and citizens on City Ordinance 130 and outreach will specifically addresses the following:

- Definition of terms used in City Ordinance 130
- What and when to schedule for pickup
- Who should remove debris
- What items the City will and will not pickup
- Other Do's and Don'ts

SWEET Outreach Methods

- Canvass neighborhoods placing materials at individual homes. These items include door-knob hangers, stickers, flyers and brochures.
- Attend neighborhood meetings to speak and distribute literature
- Place exhibit booths at community events such as street festivals

SWEET is patrolling all of Atlanta issuing courtesy tickets to homeowners, citizens, contractors and illegal dumpers to enforce the City Ordinance 130 as it relates to public space. Each SWEET member is assigned to a zone of the City for patrolling.

As of August, 2004 more than three hundred and twenty-seven (327) courtesy tickets have been issued and one hundred (100) bulk piles from vacant property have been scheduled.

Steps in enforcement are:

- Issue courtesy ticket/citation
- Follow up to courtesy ticket/citation
- Second notice if warranted
- Second follow up to courtesy ticket/court citation if violation is not corrected
- Court date and time is set
- Penalties—up to \$500.00 and/or 60 days in jail
- Fines determine by Judge

Wondering about trash and garbage pick-up schedules? Here's the scoop.

The following schedule applies to your street:

GARBAGE COLLECTION - MONDAY

- Place Herbie Curbie on curb by 7 p.m. the previous day and remove from curb by 7 p.m. of collection day.

YARD TRIMMINGS

1st and 3rd WEEK OF MONTH

- Yard trimmings include: grass, leaves, pine straw, Christmas trees, nursery vegetative materials, and small branches not exceeding 4 feet in length and 6 inches in diameter. Logs and large branches must be cut into four-foot lengths and stacked at the curb.
- 1st Week defined as first full week of month.
- Actual pick-up can occur any day during the work week.

RECYCLING

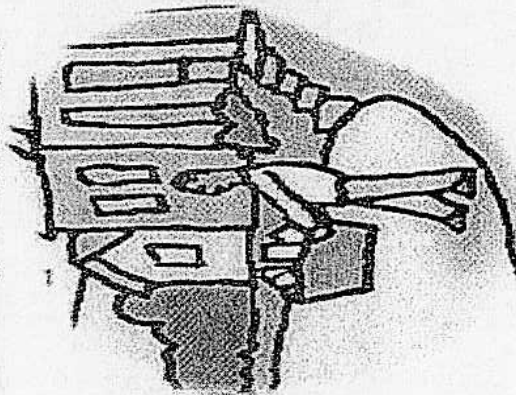
Same day as GARBAGE COLLECTION

BULK RUBBISH

MUST CALL CUSTOMER SERVICE TO

SCHEDULE APPOINTMENT (call 404-330-6333)

- Bulk Rubbish refers to materials whose total weight, volume and/or size are too large for the City's residential garbage collection trucks. This includes items such as appliances, large furniture, and combinations of items.
- Actual pick-up can occur any day during the work week.
- Please do not place items out until pick up week.



City of Atlanta, Department of Public Works

Bureau of Solid Waste Services

55 Trinity Avenue, Suite 4700, Atlanta, Georgia 30303-0326

Main Phone: 404-330-6236 • Customer Service: 404-330-6333

e-mail: publicworks@atlantaga.gov

(OVER)

HOLIDAY SCHEDULES

COLLECTION IS ONE DAY AFTER THE HOLIDAY

January 1 - New Year's Day

Third Monday in January - Martin Luther King Day

Fourth Monday in May - Memorial Day

July 4 - Independence Day

First Monday in September - Labor Day

November 11 - Veteran's Day

December 25 - Christmas Day

IMPORTANT NEW SCHEDULE CHANGE

Thanksgiving Day - No Collection

Day after Thanksgiving - No Collection

WEEK FOLLOWING THANKSGIVING ONLY

Thanksgiving Day Service on Monday

Monday Service on Tuesday

Tuesday Service on Wednesday

Wednesday Service on Thursday

Thursday Service on Friday

FREQUENTLY CALLED TELEPHONE NUMBERS

DEAD ANIMALS

404-523-0632

BULK RUBBISH COLLECTION APPOINTMENTS

404-330-6333

MISSED GARBAGE COLLECTION

404-330-6333

NEW HERBIE CURBIE (GARBAGE CONTAINER)

404-330-6333

MISSED YARD TRIMMINGS COLLECTION

404-330-6333

MISSED RECYCLING COLLECTION

404-792-1212

BLOCKED STORM DRAINS

404-624-0751

ILLEGAL DUMPING

404-521-DUMP(3867)

CODE ISSUES:

OVERGROWN VACANT LOTS

VACANT PROPERTY NUISANCE

ABANDONED VEHICLES

PRIVATE PROPERTY

404-330-6190

(OVER)

YOU CAN MAKE A DIFFERENCE!

Recycling Is As Easy As 1, 2, 3!

First Decide on a storage area. The kitchen is an ideal place for a home recycling center. Put the bin a place where you'll remember to use it, such as under the sink or in a closet or pantry. These places can be easily outfitted as a storage place. A location about 3'x3', in the garage or near a back door, can also be used for storage.

Second Take every opportunity to fill your recycling bins with properly prepared recyclable materials.

Third Secure all items in your recycling bin.

RECYCLING COLLECTION TIMES AND INFORMATION

CURBSIDE RECYCLING SERVICES ARE PROVIDED TO SINGLE FAMILY RESIDENCES. ONLY APPROVED RECYCLABLE MATERIALS INSIDE A CITY OF ATLANTA RECYCLING BIN WILL BE COLLECTED. UNAPPROVED RECYCLABLE MATERIALS WILL BE LEFT IN OR ON THE RECYCLING BIN.

Place your City of Atlanta recycling bin(s) at the curb by 7:00 a.m. on your regularly scheduled collection day.

QUESTIONS?

CALL THE ATLANTA RECYCLING HOTLINE AT
404-792-1212

or

E-MAIL QUESTIONS TO recycling@ci.atlanta.ga.us

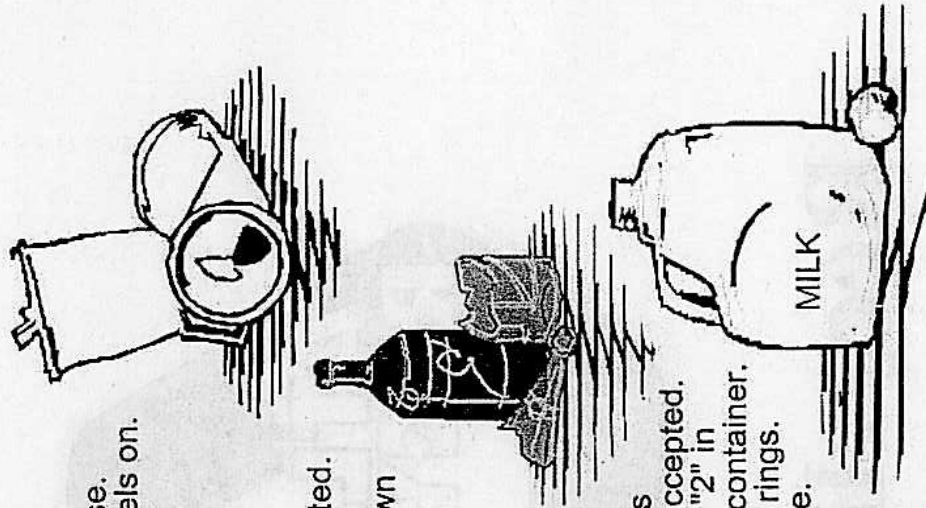


Recycling User Guide

1st Edition

CITY OF ATLANTA

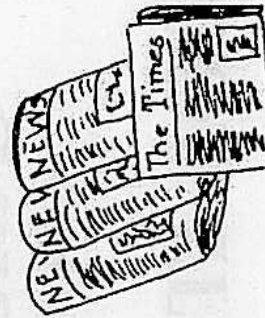
DO's. Aluminum and metal food and beverage cans are accepted. Rinse. Flatten cans to save space. Leave labels on.



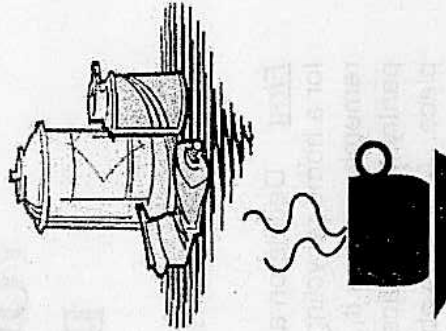
DO's. Glass bottles and jars are accepted. Remove and discard all lids. Rinse. Leave labels on. Clear, green, and brown glass are accepted.

DO's. All #1 (PET) and #2 (HDPE) clear and green plastic beverage bottles and white or translucent milk jugs are accepted. Plastic bottles are marked with a "1" or "2" in a triangle, usually on the bottom of the container. Remove and discard all caps and neck rings. Rinse. Flatten containers to save space.

DO's. Newspapers are accepted. To keep newspapers from blowing away, place the recycling bin cover firmly on top of your bin.

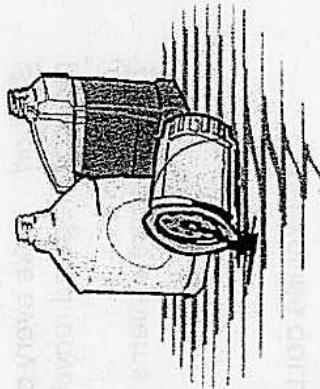


DON'Ts. No foil, pie tins, or other items such as aerosol or paint cans. These items contain contaminants.

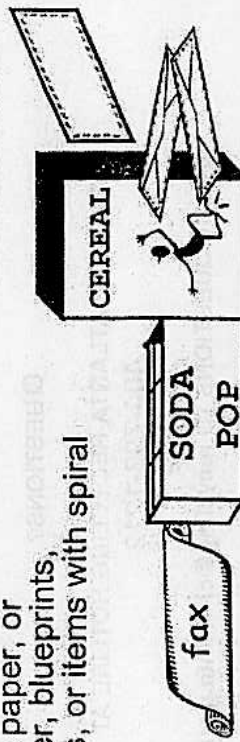


DON'Ts. No Pyrex, window glass, light bulbs, ceramics, china, or other heat resistant items such as ovenware or drinking glasses.

DON'Ts. No plastic bags, plastic wrap or fast food containers, or other types of plastic bottles such as those used for motor oil, antifreeze, cleaning products, or other hazardous materials.



DON'Ts. Pizza boxes. Pizza boxes are considered garbage because they are contaminated with cheese or grease. No pasteboard boxes such as cereal, shoe, or beverage cartons. No envelopes that contain glue, stamps, or plastic windows. No newspapers in plastic sleeves, plastic grocery bags, or bundled with string. No rolled fax paper, NCR paper, or carbon paper, blueprints, photographs, or items with spiral binders.





YARD TRIMMING COLLECTION

Definition:

Refers to leaves, brush, grass clippings, shrubs and tree prunings, including tree roots, Christmas trees, branches not exceeding 4 ft. in length and 6 inches in diameter, nursery and greenhouse vegetative residuals.

**Container:**

Leaves, grass clippings and pine straw should be placed in paper bags manufactured for yard trimming disposal. These bags should not exceed 50 lbs., when full. Plastic bags are not acceptable for yard trimmings.

Schedule: (based on garbage collection day)

Please remember to set yard trimmings at curb.	S	M	T	W	TH	F	S	
								1ST WEEK
								2ND WEEK
								3RD WEEK
								4TH WEEK

NOTE: THIS SCHEDULE BEGINS ON THE 1ST MONDAY OF EACH MONTH

RECYCLING

**Definition:**

Refers to any process by which materials that would otherwise become solid waste are collected, separated, or processed and reused or returned to use the form of raw materials or products.

Items collected at curbside are:

Old Newspaper, Aluminum Cans, Glass Bottles and Jars (Remove the Lids), Steel (Tin) Cans, Plastics #1 and #2 (Numbers on the Bottom), Mixed Paper, Office Paper, Junk Mail, Telephone Directories and Boxboard (Cereal Boxes).

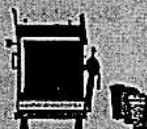
Drop-off Locations:

Old Magazines: Margaret Mitchell Elem. School
2845 Margaret Mitchell Dr, NW
Old Telephone Books: U.S. Postal Service
1984 Howell Mill Rd., NW
Old Corrugated Cardboard: City Of Atlanta
1540 Northside Drive, NW
128 Claire Drive, SE

**Schedule:**

Recycling is collected on the same day as your garbage.

GARBAGE COLLECTION

**Definition:**

Refers to putrescible wastes (capable of being decomposed by microorganisms) including kitchen and table food waste, table animal or vegetable wastes resulting from the storage, preparation, cooking, processing or handling foodstuff.

Container:

Herbie Curbies are used for household garbage collection only. Garbage placed inside a Herbie Curbie should be placed in a plastic bag first.

**Schedule:**

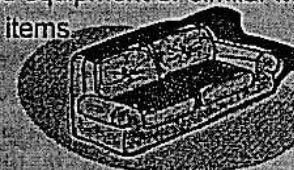
Household garbage is collected once per week. Herbie Curbies should be set out for collection after 7PM on the evening prior to collection or no later than 7AM on the day of collection. Herbies should be put away no later than 7PM on the day of collection.

BULK RUBBISH

NEW SCHEDULE

Definition:

Refers to materials with a total weight, volume and/or size that is too much for the City's residential garbage collection trucks. Includes items such as appliances, large furniture, large piles of tree branches, large metal or wooden playground equipment or similar items and combination of these items.

**Schedule:** (based on your quadrant)

****Effective June 1, 2004****

Place all Scheduled items at the curb on the Sunday prior to your collection week.	S	M	T	W	TH	F	S	
								1ST WEEK
								2ND WEEK
								3RD WEEK
								4TH WEEK

NOTE: THIS SCHEDULE BEGINS ON THE 1ST MONDAY OF EACH MONTH

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OVERGROWN VACANT LOTS 404-330-6190
VACANT PROPERTY NUISANCE 404-330-6190
ABANDONED VEHICLES
PRIVATE PROPERTY 404-330-6190
PUBLIC RIGHTS OF WAY 911

DEKALB COUNTY

STRAY ANIMALS 404-294-2996

STATE OF GEORGIA

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HAZARDOUS WASTE 404-656-7802

FULTON COUNTY

ENVIRONMENTAL HEALTH SERVICES 404-730-1301
FOOD SERVICE LICENSE
SWIMMING POOL LICENSE
ANIMAL CONTROL (LIVE ANIMALS) 404-794-0358
MOSQUITO HOTLINE 404-730-5296
WEST NILE HOTLINE AND DEAD BIRD PICKUP 404-524-7368

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December 25	Christmas Day

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Thanksgiving Day Service on Monday

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Wednesday Service on Thursday

Thursday Service on Friday

COLLECTION WILL RETURN TO NORMAL MONDAY-THURSDAY SERVICE THE FOLLOWING WEEK

DO'S

- Do call and schedule bulk rubbish before placing at the curb.
- Do place all bulk rubbish in an accessible area at the curb on Sunday prior to your collection week.
- Do use City issued Herbie Curbie for household garbage.
- Do separate yard trimmings from household garbage only.
- Do put leaves, grass clippings and pine straw in paper bags, not more than 50 lbs per bag. (biodegradable preferred)
- Do cut limbs, heavy brush, tree trunks, stumps and roots into four-foot lengths, six inches or less in diameter and stack neatly.
- Do flatten and bundle cardboard boxes; 50 boxes per bundle with no dimension more than 36 inches.
- Do place discarded clothing in bags.
- Do remove doors from refrigerators and freezers or place them face down and call Solid Waste Services 404 330-6333 for pickup.
- Do place Herbie at the curb after 7p.m. on the day before your collection; remove Herbie by 7p.m. on your collection day.

DON'T

- Don't place any bulk rubbish at the curb other than on your scheduled collection week.
- Don't place yard trimmings in the Herbie Curbie.
- Don't pile loose yard trimmings at the curb.
- Don't place uncut tree stumps and roots at the curb.
- Don't place tires, auto batteries nor auto parts out for collection.
- Don't use plastic bags to contain yard trimmings.
- Don't put dirt in containers or bags.

- Don't place these items in Herbie: body waste, medical bags containing body waste; hypodermic needles; hazardous waste (paint, pesticides, paint cans); industrial waste (dirt, rocks, bricks, plaster, asbestos, roofing, sheet rock, lumber); oils (paint thinner, motor oil); automotive parts; nor dead animals or animal waste.

***For residents with backyard garbage collection:**

- Don't place yard trimmings nor oversized bulk rubbish in Herbie.
- Don't leave yard trimmings and oversized bulk rubbish in backyard for collection. These items must be at the curb for pickup.



City of Atlanta Bureau of Solid Waste Services

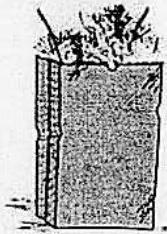
New Collection Schedule & Information

**Current Garbage Collection
schedule will be maintained.**



Yard Trimmings Collection

YARD TRIMMINGS refer to leaves, brush, grass clippings, shrub and tree pruning, including tree roots, branches not exceeding 4 feet in length and 6 inches in diameter, discarded Christmas trees, nursery and greenhouse vegetative residuals.



Leaves, grass clippings and pine straw should be placed in paper bags manufactured for yard trimming disposal. These bags should not exceed 50 pounds, when full. Plastic bags are not acceptable for yard trimmings.

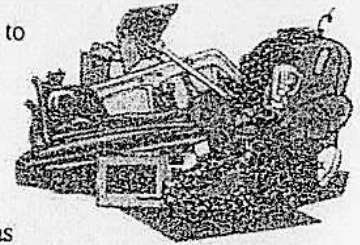
Beginning October 14, 2002, yard trimmings will be collected twice per month, based on your garbage collection day. If your garbage is collected on Monday or Tuesday, then your yard trimmings will be collected during the 1st and 3rd week of each month. If your garbage collection day is Wednesday or Thursday, then your yard trimmings will be collected during the 2nd and 4th week of each month. Please set debris at curbside, no later than the weekend prior to your collection week.

S M T W Th F S							
Remember to set yard trimmings at curb	MON. & TUES.						1st Week
	WED. & THURS.						2nd Week
	MON. & TUES.						3rd Week
	WED. & THURS.						4th Week

Please note that this schedule begins on the 1st Monday of each month.

Bulk Rubbish Collection

BULK RUBBISH refers to materials with a total weight, volume and/or size that is too much for the City's residential garbage collection trucks.



This includes items such as appliances, large furniture, large piles of tree branches, large metal or wooden playground equipment or similar items and combinations of these items.

Effective September 16, 2002, the City of Atlanta will begin scheduling bulk rubbish collections.

October 14, 2002, is the first date that bulk rubbish will be collected, under these procedures. Appointments will be scheduled between the hours of 9:00 a.m. - 4:00 p.m. Monday through Friday.

Please call the Bureau of Solid Waste Services 404-330-6333 to schedule an appointment for collection of the following:

BULK RUBBISH

- White Goods (appliances)
Appliances must be turned face down thereby blocking the doors, or doors must be removed.
- Large Household Furniture
Mattresses, sofas, dressers, dining room tables, etc.

DEAD ANIMALS

- Small animals must be bagged and placed at the curb.

The City will not collect the following items:

- Building materials & Construction debris
Lumber, roofing, siding, gutters, bricks, concrete
- Hazardous Materials
Automobile parts, wet paint, tires
- Trees that have been cut down by Contractors



SWS
No. 01537

CITY OF ATLANTA
DEPARTMENT OF PUBLIC WORKS
SOLID WASTE SERVICES

COURTESY TICKET

Resident of: _____

Your refuse was not collected for the following reason (s) checked below:

- ☐ 1. Improper container for yard debris (NO PLASTIC BAGS) Sec. 130-36 (c)
- ☐ 2. Improper container for household refuse Sec. 130-37
- ☐ 3. Mixed Refuse (Requires separation) Sec. 130-36 (d)
- ☐ 4. Uncontainerized household refuse Sec. 130-37 (c)
- ☐ 5. Uncontainerized yard debris Sec. 130-36 (d)
- ☐ 6. Logs and/or tree stumps too large or heavy Sec. 130-36 (c)
- ☐ 7. Limbs not cut up properly (Must be 4 feet in length by 6 inches in diameter) Sec. 130-36 (c)
- ☐ 8. Limbs not stacked properly Sec. 130-36 (c)
- ☐ 9. Call and schedule appliances for collection at (404) 330-6333
- ☐ 10. Call and schedule bulk rubbish collection at (404) 330-6333
- ☐ 11. Material not collected by Solid Waste Services
- ☐ 12. Material was blocked by: _____

Please comply in order to be collected as scheduled.

Comments:

Print Name: _____ Telephone# _____

Signature: _____ Date: _____
(Supervisor/Inspector)

Should you have any concerns or questions regarding your city solid waste services, please call our office at (404) 330-6333.