

Sanitation Services - Frequently Asked Questions

What is "Too Good To Throw Away"?

"Too Good To Throw Away" is the well-named recycling program for Dallas residents. Over 50% of what we toss into the garbage is, literally, too good to throw away. Each of the recyclable materials (listed in the next question) can either be sold to a processor or be used directly by the city, in place of a more costly alternative.

Plastics, for example, sell for approximately \$165 per ton. On the other hand, used glass has very little market value, but the City can crush and use it instead of buying expensive gravel.

The City of Dallas will collect your recyclables based on the recycling collection calendar schedule (at left) on our website.

What types of materials will be collected for recycling?

Just about everything! Think of these five terms: **PLASTIC, GLASS, METAL, PAPER, CARDBOARD.**



All of the following items may be placed (without sorting) in your blue cart or blue bag(s):

Plastic

Only containers with the recycling symbol for numbers 1-7

NO plastic bags, NO Styrofoam products, NO chemical containers, NO toys



Glass

Bottles and jars of any color

Please note* For the safety of our collection staff, please contain any broken glass in a paper bag before placing in your cart or blue bag.

NO window glass, NO light bulbs, NO ceramics, NO mirrors, NO Pyrex, NO fiberglass



Metal

Aluminum, tin, and steel containers

NO aluminum foil, No pie plates, NO parts, NO toys, NO electronics, NO appliances



Paper

Office paper (paperclips and staples are OK), window envelopes, magazines, catalogues, paper back books, phone books and brown paper bags

NO rubber bands, NO plastic wrappings, NO hard back books



Cardboard

Food and detergent boxes, paper egg cartons, 12-pack drink cartons, folded corrugated boxes, cereal boxes

NO waxed cardboard, NO plastic or foil lining from cereal or cracker boxes, NO pizza boxes or food contaminated boxes



Will I need to separate the recyclable items?

No. All of your recyclables may go together into your cart or bags. You may even put blue bags or paper sacks filled with recyclables into your blue cart, if you wish

Where can I recycle the following items that are not currently collected by the City of Dallas?

Styrofoam – The City of Dallas does not accept Styrofoam products or peanuts. The packing/peanuts can be taken to various parcel/shipping businesses for re-use or recycling. Styrofoam may also be placed in your garbage for disposal.

Electronics – The City conducts free E-waste recycling collection events four (4) times a year. The dates and locations can be found on our website. E-Waste is also accepted during regular operating hours at the **Home Chemical Collection Center (HC3)** located at 11234 Plano Road.

Batteries - Alkaline batteries may be placed in your garbage container or you may bring them to the City's quarterly round-ups. Rechargeable batteries may be taken to various retailers such as Radio Shack, Lowe's and Home Depot for Recycling.

Metal Coat Hangers – Currently, the City does not accept coat hangers for recycling. Most local dry cleaners will recycle them or they may be brought to the City's free quarterly recycling roundups. The dates and locations can be found under the **News section** on our home page.

Plastic Grocery Bags – the film used for grocery bags and newspaper sleeves (among other uses) is not recyclable by our processor at this time. However, many grocery stores will take back your grocery bags or you may reuse them yourself. We hope to add this to our recyclables in the near future.

How do I get a Big Blue Recycling Roll Cart?

You may register by calling the City's non-emergency number, 3-1-1, or by signing up online via the City's **Service Request** system. The City of Dallas will deliver your cart within 2 weeks of request.

What's my day of collection?

See the Sanitation Services **Recycling Collection Calendar schedule** or the **Once Weekly Recycling Collection Calendar schedule** for your collection dates, or call 3-1-1 and we'll mail you the schedule. Additional information relating to your day of service will be included with the delivery of your roll cart. For more information, please call 3-1-1.

Where do I place my recyclables for collection?

Place your recyclables (in blue cart or bags) at the same location as your gray garbage cart collection point. If you have bagged garbage collection in your alley, please place your recyclables (in blue cart or bags) on your front curb for collection.

Who will be collecting the recyclables?

The City's Sanitation Services will be collecting all recyclables.

What do I do if my cart is overflowing and I still have more recyclables?

You may put additional recyclables into blue or clear bags and place them next to the blue recycling cart. Blue bags are available (at no charge) at all City libraries and recreation centers, or call 3-1-1 if you are unable to locate them.

What if my recycling day falls on a holiday? Will there be a make-up day? How will I be notified of make-up day?

Yes. If your recycling day falls on a holiday, your makeup date is shown in **RED** on the recycling collection calendar schedule (at left) or call 3-1-1 to obtain your recycling make-up date.

Where do I call for roll cart replacement/repair?

You may call 3-1-1 or (214) 670-4475 to request a replacement cart or to report repairs needed.

I live in an apartment/condo. When will I get a recycling roll cart?

Residents of multifamily units may continue to drop off their recyclables at one of our neighborhood **drop-off sites** or call 3-1-1 for more information. We are updating the drop-off sites this year to make it easier for you. Please let us know if your facility would be interested in sponsoring a site by contacting us at (214) 671-8134.

Who do I contact if I have a problem or question?

For any questions or concerns, you may contact the City of Dallas "Recycle Line" at (214) 670-4475