CITY OF SAN ANTONIO
SOLID WASTE MANAGEMENT DEPARTMENT

SERVICES GUIDE

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3-1-1

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OUR MISSION

Solid Waste Management provides reliable collection and other sustainable services to our community, safely and professionally while protecting San Antonio's environment, resources and the health of its citizens through dedicated and caring teamwork.

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The Solid Waste Management Department (the 'SWMD' and the 'Department') prepared this booklet for our customers as an easy guide to our services. Complete details on the Department's services, structure and authority are found in the San Antonio City Code of Ordinance, Chapter 14 at *sanantonio.gov*.

City of San Antonio Solid Waste Management Department
4410 W. Piedras Drive, San Antonio, TX 78228

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SERVICES AND PROGRAMS AT A GLANCE

The Solid Waste Management Department (SWMD) provides these services to customers who pay the City services fee through their CPS Energy account. Please refer to page 25.

Curbside Collections

Weekly:

- Blue Recycling Cart. (No additional fee.)
- Green Organics Cart. (No additional fee.)
- Brown Garbage Cart. (Monthly collection service fee.)

Twice per Year:

- Curbside Brush Collection. (No additional fee.)
- Curbside Bulky Collection. (No additional fee.)

By Request:

- Out of Cycle Collections. (Additional fees apply.)
- Special Assistance on Collection Day. (Application required for the Walk-up service.)
- Curbside Leaf Collection. (Twice per year at no cost. Fees apply for additional requests.)
- Dead Animal Collection. (No additional fee.)
- Large Containers for Neighborhood Clean-up Events. (No additional fee.)

Disposal Locations

Open to all customers who pay the environmental fee through their CPS Energy account. Please bring a copy of your most recent CPS Energy bill.

Permanent:

- Two Brush Drop Off Centers. (Fees apply.)
- Four Bulky Drop Off Centers. (No additional fee.)
- Two Household Hazardous Waste (HHW) Drop Off Centers.

Seasonal:

- Free Landfill Days (quarterly).
- Christmas Tree Recycling (January).
- Mobile HHW Neighborhood Drop Off Events.

Education and Outreach Programs (By Request. No fees apply.)

- 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.

CURBSIDE COLLECTION REQUIREMENTS FOR ALL CARTS

Your Collection Schedule:

- Visit *sanantonio.gov/swmd* for regular and holiday schedules.
- Download the SWMD app at *my-waste.mobi/TX-SanAntonio*.
- Call **3-1-1** or **(210) 207-6000**.

On Collection Day:

- For most customers, blue recycle and green organics carts are collected on the same day.
- The brown cart is picked up on an alternate day.
- Place carts out by 7 a.m. on collection day.
- Place wheels of carts against the curb (or non-alley facing).
- Do not place carts in the yard, driveway or other areas the trucks cannot reach.
- Do not over-stuff or over-fill carts. The lid must close completely.
- Carts should have 3 feet of unobstructed space all around them.
- Do not park cars in front of the carts.
- Remove your carts from the curb at the end of the collection day.

Uncollected Carts:

- If your cart was missed, call **3-1-1**. Please do not call until after 5 p.m. Drivers may not be finished with their routes until the end of the day.
- Do not re-fill your cart after collection and then report it as missed or additional fees will apply.
- If your carts contain unaccepted items (contamination), they cannot be collected. Refer to pages 5-11.

Cart Maintenance:

- You may wash your cart occasionally to reduce odors and to avoid pests.
- For damaged carts or lids, call **3-1-1**.

Recycling in San Antonio.

This information is specific to the City of San Antonio's residential recycling program. Pages 6-7 show the accepted and non-accepted items. Please remember, even if a product has the recycle symbol on it from the manufacturer, it still may not be accepted in this program. If you have any doubt about whether an item is recyclable, it is best to just place it in the brown trash cart.

Recycle Right.

- Make sure items are clean – rinse out food or liquid.
- Flatten cardboard boxes.
- Items should always be loose and never in bags of any kind.
- Although an item may have a recycle symbol on it, it may not be accepted in the SWMD program.
- If there is any doubt about whether an item can be recycled, put it in the BROWN trash cart.
- Blue carts are available in 96 gallon and 48 gallon sizes.

Avoid a Violation Fee.

- Unaccepted items in the blue cart is called contamination. Customers will incur a fee when their cart is contaminated.
- Fees are placed on your CPS Energy account.
- Most violation fees are $25 for the unaccepted items on page 7.
- **The violation fee for diapers is $50.** NEVER place baby or adult diapers in the blue or green carts. They are trash. Put them in a bag and place them in the BROWN trash cart.

Excess Recycling.

The drop off centers on page 17 accept large cardboard and other recyclable materials at no charge.

Accepted Materials (only if completely clean)

Paper

Office paper
& junk mail

Cardboard
(flattened)

Dry goods packaging
& drink boxes

Newspaper &
Magazines

Plastic

Water & drink bottles
(with caps on)

Yogurt cups

Cups

Kitchen & and bath
bottles & jugs

Metal

Aluminum
drink cans

Metal food cans
& lids

Aerosol cans
(empty, no nozzles)

Glass

Beverage bottles

Food jars
(lids removed)

ITEMS SHOULD BE LOOSE AND NEVER IN BAGS

Unacceptable Materials

Diapers

Hard plastic

Styrofoam® packing

Napkins & paper towels

Shredded paper

Garden hoses

Aluminum foil

Clothes hangers

Toys

Clothing & shoes

Wood & brush/yard waste

Needles & medical waste

Household hazardous waste *(see page 20)*

Pizza & take-out boxes

YOUR GREEN ORGANICS CART

Keeping San Antonio Sustainable.

Our City is one of the few cities in the US that offers an organics program. Each year, thousands of tons of material are diverted from going to the landfill and are given back to nature as compost. Always remember, if a worm can't eat it, it doesn't go in the green cart.

The Organics Program

- Accepted items on page 9 can be composted into nutrient-rich soil.
- Green carts are available in 96 gallon and 48 gallon sizes.
- Compost material can be requested for community events at no charge. Schedule at *sarecycles.org*.
- Materials should be either loose or placed in **paper** bags.

Avoid a Violation Fee

- When unaccepted items (contamination) are in the green cart, it cannot go to the compost facility and must go to the landfill. Customers will incur a fee when their cart is contaminated.
- Fees are placed on your CPS Energy bill.
- Most violation fees are $25 for the unaccepted items on page 10.
- **The violation fee for diapers is $50.** NEVER place baby or adult diapers in the blue or green carts. They are trash. Put them in a bag and place them in the BROWN trash cart.

Accepted Materials

Food Waste

Peels & cores

Table scraps

Nuts & grains

Bread, cereal & pasta

Food-Soiled Paper

Coffee filters

Paper cups & paper plates

Paper take-out boxes & cups (no plastic lids)

Pizza boxes

Yard Trimmings

Small branches
(smaller than 3 feet)

Plants & leaves

Yard clippings

Other Materials

Shredded paper

Popsicle® sticks

Unacceptable Materials

NO PLASTICS OF ANY KIND

Diapers

Bottle caps
(metal or plastic)

Plastic bags

Styrofoam®

Condiment packets

Plastic utensils

Pet food bags

Construction or demolition material

Metal & glass

Use Only for Regular Household Trash.

- Place garbage in plastic bags and secure tightly.
- Make sure the lid can close.
- For an additional pick-up, call **3-1-1**. This is available up to 3 times per year for a small fee.

Never Place These Items in the Brown Cart:

- Hazardous waste such as paint, motor oil or household cleaners. Take this to a HHW Drop Off Center.
- Hot ashes or coals.
- Construction materials such as metal, lumber and tile. Take this to a Bulky Drop Off Center.
- Medicine and bio-hazardous waste. For information on those, visit *saws.org/meddropsa*.

Cart Choices:

- 96 gallon, 64 gallon and 48 gallon are the three sizes available for the brown trash cart. (Any size of brown cart can be mixed with any size of blue or green cart.)
- New customers receive a 64 gallon cart as the preferred size.
- Existing customers may downsize their cart and their monthly service fee will be reduced.
- There is no cost for downsizing.
- There is no cost for upsizing your cart on the first request. Additional requests have a small fee.

Why Should I Downsize My Cart?

For residents who are using their blue and green carts to capacity, downsizing to the medium or small brown trash carts creates substantial annual savings. Much like a utility, only pay for what you use. Smaller carts are easier to handle and store. Most importantly, customers can reduce the amount of tonnage to the landfill.

Curbside

Curbside brush collection is provided twice per year. Customers receive notice of their week of collection 7-10 days before collection begins. Please refer to page 14 for accepted and non-accepted materials.

- Brush piles should be no more than eight cubic yards and placed within eight feet of the curb.
- They should be ready for pickup no later than 7 a.m. on the Monday of your collection week.
- Collections are usually completed within the week. Trucks drive through the area only once.
- Residents can schedule an out-of-cycle brush collection for a fee.
  - Call **3-1-1** and SWMD will send a representative to determine a cost estimate.
  - After the fee is paid, the SWMD will collect the items within two business days.

Residents will be in violation of City Code, Chapter 14 and may receive a fine up to $2,000 per day, plus collection and disposal fee if the pile:

- Contains non-brush material.
- Is obstructed by obstacles.
- Is set out after crews have passed your residence.

Drop Off Centers

Two centers are available for brush disposal. A recent CPS Energy bill and a picture ID are required.

- In accordance with the city's Tarp Law, City Ordinance #72272, residents must cover brush loads with a tarp or a $5 penalty may be assessed.
- Service fees apply at the brush centers.
  - A SWMD rate-payer is charged in 20 pound increments.
  - Non-residents and commercial customers pay per ton.
- Fine mulch is available for purchase to anyone for $0.03 per pound in increments of 20 pounds.
- Bulk loading onto a truck or trailer is included with the fee.
- Coarse ground mulch is free while supplies last and bulk loading is free.

Bitters Brush Recycling Center
1800 Wurzbach Parkway, 78216

Nelson Gardens Brush Recycling Center
8963 Nelson Road, 78252

Mon-Sun, 8 a.m. - 5 p.m. In June and July, open until 6 p.m. on Fridays and Saturdays. Closed holidays.

Accepted Materials for Curbside and Drop Off

Paper bagged leaves
(no plastic tape)

Tree branches

Woody vines

Shrubs

Unacceptable Materials for Curbside and Drop Off

Plastic bagged leaves*

Bulky household items

Construction, roofing, or demolition material

Household hazardous waste *(see page 20)*

Grass clippings

Trash

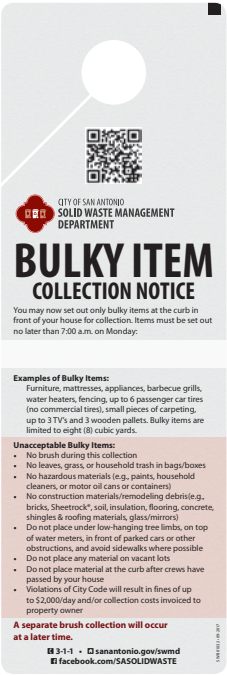
Car tires

Soil & rocks

** Leaves that are brought in unacceptable containers, may still be emptied out of those containers at the facility.*

Curbside

Curbside bulky collection is provided twice per year. Customers receive notice of their week of collection 7-10 days before collection begins. Please refer to page 16 for accepted and non-accepted items.



CITY OF SAN ANTONIO
SOLID WASTE MANAGEMENT DEPARTMENT

BULKY ITEM
COLLECTION NOTICE

You may now set out only bulky items at the curb in front of your house for collection. Items must be set out no later than 7:00 a.m. on Monday:

Examples of Bulky Items:
Furniture, mattresses, appliances, barbecue grills, water heaters, fencing, up to 6 passenger car tires (no commercial tires), small pieces of carpeting, up to 3 TV's and 3 wooden pallets. Bulky items are limited to eight (8) cubic yards.

Unacceptable Bulky Items:
- No brush during this collection
- No leaves, grass, or household trash in bags/boxes
- No hazardous materials (e.g., paints, household cleaners, or motor oil cans or containers)
- No construction materials/remodeling debris(e.g., bricks, Sheetrock®, soil, insulation, flooring, concrete, shingles & roofing materials, glass/mirrors)
- Do not place under low-hanging tree limbs, on top of water meters, in front of parked cars or other obstructions, and avoid sidewalks where possible
- Do not place any material on vacant lots
- Do not place material at the curb after crews have passed by your house
- Violations of City Code will result in fines of up to $2,000/day and/or collection costs invoiced to property owner

A separate brush collection will occur at a later time.

3-1-1 • sanantonio.gov/swmd
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- Bulky piles must be no more than eight cubic yards and placed within eight feet of the curb.
- They should be ready for pickup no later than 7 a.m. on the Monday of your collection week.
- Collections are usually completed within the week. Trucks drive through the area only once.
- Residents can schedule an out-of-cycle bulky item collection for a fee.
  - Call **3-1-1** and SWMD will send a representative to determine a cost estimate.
  - After the fee is paid, the SWMD will collect the items within two business days.

Residents will be in violation of City Code, Chapter 14 and may receive a fine up to $2,000 per day plus collection and disposal fee if the pile:

- Contains brush, construction or remodeling debris, hazardous materials, mirrors/glass, vehicle parts or electronics.
- Is obstructed by obstacles.
- Is set out after crews have passed your residence.

Accepted Materials for Curbside

Large appliances

Water Heaters

Furniture

Mattresses

Car tires
(6 or fewer, no rims)

Carpeting
(small pieces)

Barbecue grills

Fencing

Unacceptable Materials for Curbside

These items are never allowed in your bulky pile.

Brush, leaves & yard waste

E-waste
(household electronics)

Household hazardous waste *(see page 20)*

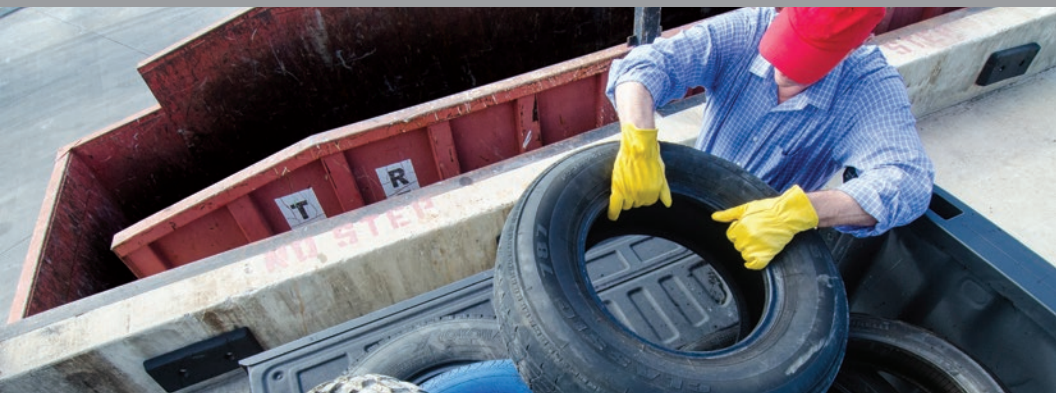
Soil & rocks

Glass or mirrors

Roofing material

Concrete

Construction or demolition material



Drop Off Centers

Four centers are available for disposal of bulky items and separated recyclable materials. A recent CPS Energy bill and picture ID are required.

Requirements:

- Bulky items are limited to four cubic yards.
- Construction debris is limited to one cubic yard.
- No household trash is accepted.

All centers are open:
Tuesday – Friday, 8 a.m. to 5 p.m.
Saturday, 8 a.m. to noon
(except holidays)

Bitters Bulky Drop Off Center
1800 Wurzbach Parkway, 78216

Culebra Road Bulky Drop Off Center
7030 Culebra Road, 78238

Frio City Road Bulky Drop Off Center
1531 Frio City Road, 78226

Rigsby Avenue Bulky Drop Off Center
2755 Rigsby Avenue, 78222

Accepted Materials for Drop Off

Large appliances

Water heaters and AC units

Furniture

Mattresses

Car tires
(6 or fewer, no rims)

Carpeting

Barbecue grills

Auto parts

Sinks, tubs & counter tops

Construction material & lumber
(1 cubic yard or less)

Glass & mirrors

Cardboard boxes
(flattened)

Unacceptable Materials for Drop Off

Brush, leaves & yard waste

Hazardous material
(see page 20)

Trash

Soil, rocks & concrete

Household hazardous waste (HHW) should never be placed inside any cart and always brought to HHW centers. A recent CPS Energy bill and picture ID are required.

- Contents should be kept in the original container.
- If the container is leaking, transfer contents to a leak proof or lined cardboard box.
- Do not mix different materials in the same container or bag.
- Place all items in a box and put it in the trunk or truck bed during transport.
- A technician will unload the HHW materials and return the containers upon request.
- If materials are brought in a non-approved container, it will not be returned.
- Paint and other liquid waste are limited to five 5-gallon cans and 25 1-gallon cans with a 220 pound limit.

Permanent HHW Drop-off Center
7030 Culebra Road, 78238
Tuesday – Friday, 8 a.m. to 5 p.m.
Saturday, 8 a.m. to noon
(except holidays)

Monthly Drop-off Center
1800 Wurzbach Parkway, 78216
First Saturday of each month, 8 a.m. to 3 p.m. (except holidays)

HHW Neighborhood Collection Events

HHW neighborhood collection events are held three times a year at rotating locations 8 a.m. to 1 p.m. For dates and locations, visit *sanantonio.gov/swmd* or follow us on our social media sites.

Accepted Materials

Automotive fluids

Batteries

Household cleaners & solvents

Pool chemicals

Oil filters

E-waste
(household electronics)

Fluorescent light fixtures & ballasts

Pesticides

Paint

Printer cartridges

Cooking Oil

Lacquer, shellac, furniture polish

Unacceptable Materials

These items are never accepted at an HHW event or drop-off center.

Trash

Ammunition or fireworks

Commercial or medical waste

Expired medication
saws.org/meddropsa

Free Landfill Disposal Day

Approximately every three months the SWMD provides residential solid waste rate-payers the opportunity to dispose of unwanted items for free. A recent CPS Energy bill and picture ID are required. No contractor, commercial or industrial waste will be accepted. Dates can be found at *sanantonio.gov/swmd*.

Community Cleanup Events

Customers may request a large container for neighborhood cleanup events through the Dial-a-Trailer program. This is a free service. Call **3-1-1**.

- Brush and bulky items are accepted between scheduled dates and times.
- Commercial waste is not accepted.
- Containers can be reserved most Saturdays from 8 a.m. to 1 p.m.
- One unit per cleanup event will be dispatched.
- Organizations are limited to two Dial-A-Trailer events per calendar year.
- Events may not be scheduled for consecutive Saturdays.

Christmas Tree Recycling

In January, various locations throughout the city are designated as drop off sites for Christmas trees that will be turned into mulch. Dates can be found at *sanantonio.gov/swmd*.

Dead Animal Collection

The SWMD collects dead animals from city streets and from residents by request. Call **3-1-1**.

- Place the animal in a trash bag or box and leave at the curb.
- Do not place them in carts.
- The service is available seven days a week (subject to holiday changes).
- SWMD personnel cannot collect dead animals from attics, ditches, under buildings or on private property.
- Commercial collection is available to veterinary clinics for a cost of $10 per animal.
- Veterinary clinics should purchase dead animal tags to have on-hand.

Curbside Leaf Collection

Customers may request two free leaf collections per fiscal year. Call **3-1-1**.

- Additional collections within the same fiscal year (Oct 1 - Sept 30) may be requested for a $20 fee.
- Leaves must be placed in paper bags or cardboard boxes.
- Total volume cannot exceed eight cubic yards or 50 bags or boxes per collection.
- Bags must be two-ply kraft paper, have a wet strength of 40 pounds and be securely closed.
- Individual bags must not weigh more than 40 pounds.
- Boxes must be made of brown, biodegradable cardboard, securely closed, and not exceed four feet in height and width.

Recycling at Work

Want to start a recycling program at your business or office? The SWMD program ReWorksSA can help you get started at no cost.

- Request a waste assessment.
- Containers and promotional materials may be available.
- Education and resources are provided.
- Qualifying businesses can be certified by the City of San Antonio as a Gold, Silver or Bronze recycler.
- More information is available at *ReWorksSA.org* or call **(210) 207-6550**.

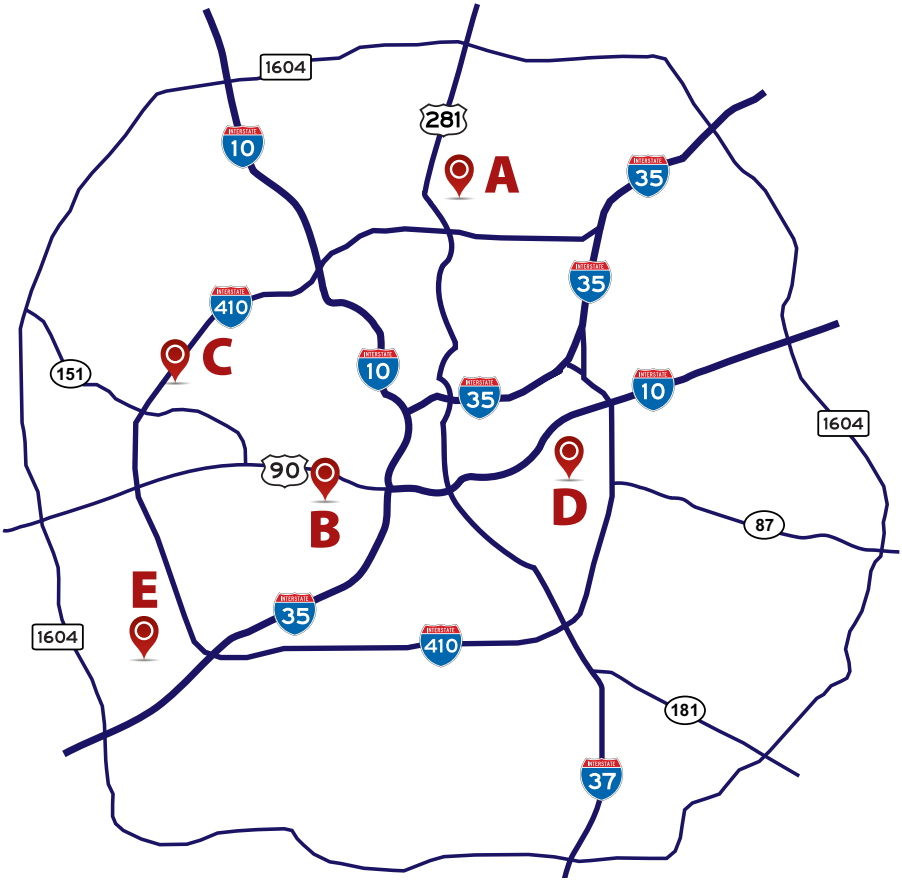
Outreach and Education

Presentations about recycling are available to your school, HOA meeting, Town Hall or other community event.

- Schedule online at *sarecycles.org/request* at least two weeks ahead of the requested date.
- Presentations can be in English or Spanish.
- Recycling expos are periodically held for home-school students.

Multi-Family Programs

Chapter 14 of the City Code requires recycling resources be provided to residents living in multi-family complexes such as apartment buildings. The SWMD has outreach programs and educational materials for those residents. Learn more at *sanantonio.gov/swmd* or call **(210) 207-6460**.



A. 1800 Wurzbach Parkway, 78216
Bitters Brush Recycling Center
Bitters Bulky Waste Drop Off Center
Monthly Household Hazardous Waste Drop Off Center

B. 1531 Frio City Road, 78226
Frio City Road Bulky Waste Drop Off Center

C. 7030 Culebra Road, 78238
Culebra Road Bulky Waste Drop Off Center
Permanent Household Hazardous Waste Drop Off Center

D. 2755 Rigsby Avenue, 78222
Rigsby Avenue Bulky Waste Drop Off Center

E. 8963 Nelson Road, 78252
Nelson Gardens Brush Recycling Center

Monthly curbside collection fees for the three sizes of brown trash cart may change each year on October 1. Each size of brown trash cart (96 gallon, 64 gallon and 48 gallon) has a different fee – the smaller the cart, the lower the fee. To find out the three current monthly fees, customers may:

- Call **(210) 207-6000** or call **3-1-1**.
- Visit *sanantonio.gov/swmd*.
- Contact the SWMD at *swmdinfo@sanantonio.gov*.
- Post an inquiry on the SWMD Facebook page.
- Visit the SWMD administration offices at 4410 W. Piedras, SA, TX 78228.

On a current CPS Energy bill, customers can see the size of cart they currently have and its corresponding fee. To downsize your cart and pay a smaller fee, call **3-1-1**. There are no additional fees for collection of the blue recycling and green organics carts.

Cart downsizing	Free
First cart upsizing request	Free
Additional cart upsizing requests	$25
Extra collection (limit three times per fiscal year, Oct. 1 - Sep. 30)	$10

Brush Recycling Center Fees

SWMD Customers	$0.25 per 20 pound increment
Non SWMD Customers	$25 per ton
Commercial	$25 per ton
Fine mulch	$0.03 per pound (in 20 pound increments)
Coarse mulch	Free

Out of Cycle Brush and Bulky Collections

One item	$50
Up to four cubic yards	$50
Each additional four cubic yards (or any portion)	$25

Dead Animal Collection

SWMD Customer residential collection	Free
Commercial collection	$10 per animal

Curbside Leaf Collection

SWMD Customer (limit two times per fiscal year, Oct. 1 - Sep. 30)	Free
Additional collections	$20

NOTES