



**Solid Waste Changes
Frequently Asked Questions
September 30, 2021**

On June 22, 2021 the Mesquite City Council adopted changes to the Solid Waste Ordinance in order to address community appearance issues impacted with trash and litter in our neighborhoods.

What are the changes and the added fees for additional services from the city?

- **Trash Bags:** Requires all trash to be secured in bags between 13 to 32 gallons in size. Loose items placed on or around the bags(s) will not be allowed.
 - **Can I use a box as my “trash can?”** No. Break down small, delivery boxes and place them in the recycling bin or secure in a trash bag and place inside a trash can.
 - **What do I do with very large box (from an appliance, etc.)?** Flatten the box if you can, leave the box next to the trash can and it will be picked up for no administrative fee, or place out for recycling.
 - **Will the city provide trash bags?** No. The city will not provide free trash bags. City trash liners can be purchased at these locations:
 - Mesquite City Hall, Utility Billing Office: 757 N. Galloway Avenue
 - Family Stop: 1701 W. Bruton/Hickory Tree Road
 - K P Food Store: 1816 N. Galloway Avenue
 - One Stop Food Store: 1940 Military Parkway, 1220 E. Davis Street
 - 7-Eleven: 4901 Gus Thomasson Road/La Prada Drive, 3801 Town East Boulevard/Tradewind Drive, 1041 Town East Boulevard/N. Galloway Avenue, 3640 Gus Thomasson Boulevard, 2318 S. Galloway Avenue/Tripp Road, 1803 N. Galloway, 1428 Oates Drive, 2601 Faithon P Lucas Sr. Boulevard, 502 Clay Mathis Road/East Glen Boulevard, 106 E. Highway 80/Beltline Road, 1325 Gross Road.

- South Galloway Food Mart: 828 S. Galloway Avenue

➤ **Trash Cans:** Requires all trash be placed in authorized containers 20 to 48 gallons in size.

Loose trash placed in the container will not be allowed.

- **Is there a limit to the quantity of trash cans I can set out?** No. There is no limit.
- **Where do I place my can?** Place your can in the alley or front curb depending on your house location.
- **Can I use a can that I already have that is larger than 48 gallons?** Yes. Those customers who have cans larger than 48 gallons can use them without any additional administrative fee.
- **Are lids required?** The city prefers that you use a lid to keep animals out, but you will not be assessed an administrative fee for not using a lid. The city does not provide lids.
- **Will we get city-issued cans or carts?** No. At this time the city is not providing or delivering trash cans or carts.
- **What should I do if I can't afford a trash can?** Call the Solid Waste Division 24-hour message and information lines at 972-216-6285 and 972-216-6284 and city staff will work with you on a trash can solution.

➤ **Time:** Limits trash and recyclables to be placed out for collection no earlier than 5:30 p.m. the day before scheduled pickup and no later than 7:30 a.m. the day of scheduled pickup.

- **Will collection days change?** No. Your collection day will not change.
- **Why 7:30 a.m.?** Due to varying schedules, trash collection starts at 7:30 a.m. and placing items at this time prevents missed trash pick-ups.

➤ **Bulk Trash Time (does NOT apply to yard waste):** Limits large items, appliances and bulk trash to be placed out for collection no earlier than 24 hours prior to scheduled collection day. This does not apply to yard waste and brush collection.

- **Is construction material generated from the residence considered bulk pickup?**
Yes.

➤ **Amount of Bulk Trash (does NOT apply to yard waste):** Limits all bulk trash placed for collection to under eight cubic yards, which should fit into an area measured 5 feet tall by 4 feet deep by 11 feet long. This does not apply to yard waste and brush collection.

- Can I request a special pick-up if I can't meet the 24-hour rule? Yes. Call the Solid Waste Division 24-hour message and information lines at 972-216-6285 and 972-216-6284.
- **How do I pay for a special pick-up?** The fee for a requested special pick-up of bulky items will be applied to the customer's water utility bill.

➤ **Administrative fees for added service will be:**

- \$6 for trash not secured in bags between 13 to 32 gallons in size.
- \$6 for trash bags not placed in authorized containers not larger than 48 gallons or loose trash in or near a container
- \$6 for trash placed out earlier than 5:30 p.m. the day before scheduled pickup or after 7:30 a.m. the day of scheduled pickup
- \$6 for bulk trash placed out for collection earlier than 24 hours prior to collection day
- \$20 for bulk trash placed out for collection that exceeds eight cubic yards

Note: Special exceptions will be made by the city for solid waste collection interruptions due to a holiday.

What type of review will happen before I am assessed an administrative fee and is there an opportunity to dispute the fee? The city will only apply fees for the additional services that our staff has to provide to service your trash. However, before any additional fee is placed on your solid waste bill there will be a human element involved. Every potential fee for additional services will have an administrative review, including photographic evidence. We will be reasonable and realistic with every situation. If you wish to dispute the fee, please call the Solid Waste Division 24-hour message and information lines at 972-216-6285 and 972-216-6284.

We will utilize a few methods for collecting information for fee assessment. Solid Waste Supervisors will be responsible for reviewing the early placement or oversized placement of trash. Solid Waste drivers and supervisors will be responsible for reviewing trash placed without cans or bags. We will also be utilizing a photometric system on some vehicles that allow the driver to document the location and take an image of the violation.

Fees will be assessed for the additional work required to collect the trash placed in an inappropriate manner. These will be added to the water bill and residents will pay for these as they normally do.

We understand that this is a big transition, and we will be providing education to residents prior to assessing any fee. Our hope that with additional education and effort, residents will conform to the new system. Only after several attempts at addressing improper placement will the fees be assessed.

When to these changes go into effect?

The new requirements go into effect October 1. Those not in compliance would begin to see additional administrative fees added to their water utility bill in November, which is how the city charges for solid waste services.

How will you let me know what the new rules are and if I am not in compliance?

Residents will receive educational information about the changes prior to and after October 1. City staff will continue to be proactive in identifying issues and communicating those issues with residents prior to any fees being assessed. Beginning October 1, photographic evidence of the condition requiring additional services will be provided to residents for the additional service fees they are being charged.

- **I have special circumstances (elderly, disabled, etc.), so how do I get help to be in compliance?** Call the Solid Waste Division 24-hour message and information lines at 972-216-6285 and 972-216-6284. We understand that there may be unique circumstances within our community that we need to address. As we do for many customers currently, if you make us aware of a unique situation, our staff will reach out to you in order to find solutions that will aid in efforts to improve our community appearance.

Does this affect other solid waste services and programs like Curbside Recycling, Household Hazardous Waste Drop-off Center, Citizens Convenience Center or the Compost Facility?

No. These services will be addressed in the comprehensive Solid Waste Master Plan the City Council plans to review later this year.

- **Recycling** will still be collected once per week.
- **Yard Waste** of bagged leaves or yard trimmings, and brush piles will still be collected separately from trash on Wednesday and taken to the City's Compost Facility where they are turned into mulch and compost.
- **The Compost Facility** will remain open to Mesquite residents at no charge. Mesquite residents must show a driver's license/ID and utility bill as proof of residency. Once a month, residents can pick up a maximum of two cubic yards of compost and mulch. Non-residents and commercial businesses may purchase compost for \$20 per cubic yard and mulch for \$4 per cubic yard. It is located at 3550 Lawson Road. It is open Mon. - Sat., 9 a.m. - 4 p.m.
- **The Citizens Convenience and Recycling Center** will remain open to Mesquite residents to dispose of junk, electronics and other recyclables at no cost. The facility is open only to Mesquite residents and will only take materials generated at the residence. It is adjacent to the Compost Facility. It is open Mon. - Sat., 9 a.m. - 4 p.m.
 - **Acceptable Items:** Trash, yard waste, fencing, furniture, lumber, appliances, automotive batteries, tires (limit 4) and small amounts of concrete and bricks
 - **Recyclable Items:** Plastic containers, newspaper, magazines, telephone books, chipboard, cardboard, tin, steel, aluminum, glass, and all types of metal, and electronic waste (computers, monitors, televisions, etc)
 - **Unacceptable Items:** Hazardous materials (pesticides, chemicals, solvents) paint, commercially generated waste, roofing materials, rocks, dirt, oil and other automotive fluids
- **Appliance Collection** of refrigerators, dishwashers, washers and dryers, water heaters, stoves, lawnmowers and other household appliances will still be collected on Wednesday. To schedule a pick-up please 972-216-6285 prior to Wednesday.

- **Household Hazardous Waste** drop-off services is still available for free to Mesquite residents at the Dallas County Home Chemical Collection Center, located at 11234 Plano Road. For more information, please call 214-553-1765.

Why are these changes being implemented?

This is one part of the city's new Clean City Initiative. These changes will help avoid spillage, scattered trash, additional litter and to improve the overall appearance of the Mesquite community. The initiative combines the efforts of Keep Mesquite Beautiful, Inc., city departments, community volunteers and local businesses to promote litter prevention, beautification projects and improved regulations.

Who can I call if I have questions or have a special circumstance?

The changes will go into effect on October 1. Some residents may have specific circumstances that require assistance with their trash and city staff will work with residents who have hardships or unique situations. Call the Solid Waste Division 24-hour message and information lines at 972-216-6285 and 972-216-6284.