

# FREQUENTLY ASKED QUESTIONS

## Q: Why am I being told not to use plastic bags or put them in the recycling bin?

**A:** Plastic bags should not be included with your curbside recycling. They should be left out because they contribute to high contamination rates and sorting machine failure at the Material Recovery Facility (MRF). When bags get wrapped around the moving disks and screens, material sorting stops and the MRF is shutdown. Plastic bags are recyclable if you take them to a grocer or retailer that collects them for recycling.

## Q: When are we going to get city issued carts in my area?

**A:** All eligible households should have their carts in October 2015.

## Q: What am I supposed to do with my shredding?

**A:** Documents for shredding can be dropped off at 5600 Carnegie from 9am-3pm year round.

## Q: What should I do with my yard waste?

**A:** Yard waste should NOT be placed in recycling carts, but can be put on the tree lawn separately in brown paper bags. Up to 20 bags can be placed on the curb with your regular trash every week on your designated pickup day. Branches and wood must be cut and bundled. (Each bundle cannot exceed 3 ft. in length and 2 ft. in diameter.)

## Q: Can I recycle this used paper towel/napkin?

**A:** No. The fibers in paper towels are not recyclable at the MRF. There are also concerns with bacteria, as paper towels and napkins are generally used to clean up messes. To cut back on paper towel waste, consider using washable towels and napkins.

## Q: Where do my recyclables go?

**A:** Recyclables collected through community recycling programs go to a Material Recovery Facility (MRF) to be sorted and baled before being shipping to a manufacturer and made into new products. The three MRF's that receive the commingled, single-stream recyclables from Cuyahoga County are owned and operated by private companies and located in Twinsburg, Akron, and Oberlin. These sophisticated facilities process thousands of tons of recyclables every day. The City of Cleveland's recyclables go to Kimble's MRF.

## Q: How are the recycling materials recovered?

**A:** At the MRF, large objects and non-recoverable items are removed first. The recyclables then travel through an automated sorting system which uses a disk screen, magnets, optical sorters, and workers on the line to separate the materials. The sorted materials are baled and sold.

## RECYCLING. IT'S



## Q: Do I need to separate all of my recycling?

**A:** No, there is no need to separate recyclables. All recyclable items should be commingled, or mixed together. Items should be placed in your recycling cart or bin loose, not bagged.

Visit [OneSimpleActCleveland.com](http://OneSimpleActCleveland.com)  
or call 216-664-3711 to learn more  
about recycling in Cleveland.



## Q: What items should go in the recycling bin or cart? Why can't I recycle everything?

**A:** Only items such as empty metal food & beverage cans; paper and cardboard; empty plastic bottles and containers; glass bottles and jars; and food and beverage cartons should be placed in your recycling cart. These are the items that the MRF is designed to recover. Other items are not recoverable and are problematic and costly for the MRF.

DO NOT put plastic bags, foam food & beverage containers, garden hoses, furniture, clothing, household goods, food, plates, cups, or utensils in your recycling cart. DO NOT put electronics, toys, computers, hazardous waste & bulky items in your recycling cart. Some of these items may be recyclable in other ways, so please contact the Division of Waste Collection to find out other recycling options.

## Q: If an item is not on my recycling list, and I think it could (or should) be recycled, should I put it in the bin?

**A:** No. Putting the wrong recyclables into your bin or bag will contaminate the recycling stream. The materials move quickly on the belts through the MRF. Machines and people cannot quickly sort all of the bad items, which can create contamination and the recovered items cannot be sold. It's best to follow the approved list. If there are still questions, call the Division of Waste Collection. It's important to recycle, but it's just as important to recycle correctly.

## Q: What about hazardous items that shouldn't go in the trash?

**A:** Special waste items such as oil-based paints, pesticides, caustic household cleaners, scrap tires, and e-waste are managed through special collection or recycling programs. These items can be dropped off at 5600 Carnegie or 3727 Ridge Road, 9 a.m. to 3 p.m., unless otherwise noted.

- Computers/cell phones – year round
- Shredding – year round (5600 Carnegie ONLY)
- Household hazardous waste – first Friday of each month
- Scrap tire round up (limit 10) – September 8-12, 2015 (up to four tires can also be placed during on the curb during bulk week on your designated waste pickup day)

## Q: How can I get more information about a waste-related violation notice/citation that I have received?

**A:** Residents should call 664-3711.

## Q: What do I do with my bulk trash?

**A:** On the 2nd week of each month only on your designated collection day, you may set out three bulk items plus up to four tires.

## RECYCLING. IT'S



## Q: What items are considered bulk?

**A:** Large items that will not fit in your carts such as: appliances (stoves, refrigerators, microwaves); table sets (table and 4 chairs = one item); mattresses and box springs; and couches and other furniture.

Visit [OneSimpleActCleveland.com](http://OneSimpleActCleveland.com)  
or call 216-664-3711 to learn more  
about recycling in Cleveland.



## Q: What do I do with my bulk trash when it is not the second week?

**A:** You need to hold onto these items until bulk pick-up week. Additionally, you have the options of renting a dumpster from the City of Cleveland or another private hauler and placing all of your items in the dumpster or taking the items to the Ridge Road Transfer Station and dumping for free (restrictions may apply). If you need to set out bulk items other than the 2nd week of the month, you must call (216) 664-3711 to schedule.

## Q: I have a city-issued automated cart. We are told that we can no longer set excess trash or recycling out outside of the carts. What are we supposed to do with it?

**A:** All trash and recycling needs to be contained inside the trash or recycling cart. If you have extra that will not fit, you can hold on to it until the next weeks' collection or take it to the Transfer Station (there is a limit of 4 times per year) at no charge. If you find that you frequently don't have enough room in your cart, another cart can be leased from the city for a one-time \$50 fee by calling 664-3717.

## Q: When should I put my containers out?

**A:** Containers can be placed out after 12:00 noon the day before your collection day and must be removed by 12:00 noon the day after your collection, or you will be in violation. Call the Division of Waste at 216-664-3711 if you are unsure of your collection day.

## Q: Can I place my containers in front or behind a parked car?

**A:** If possible please use off street parking on your collection day.

## Q: When should I put my containers out?

**A:** Containers can be placed out after 12:00 noon the day before your collection day and must be removed by 12:00 noon the day after your collection, or you will be in violation. Call the Division of Waste at 216-664-3711 if you are unsure of your collection day.

## Q: Are we still allowed to put up to 4 tires out?

**A:** You may place 4 tires out only during bulk pick up week.

## Q: I am cleaning out my garage/basement. Do I have to hold on to these items until the 2nd week of the month to put it out for bulk?

**A:** Yes. Additionally, you have the options of renting a dumpster from the City of Cleveland or another private hauler and placing all of your items in the dumpster or taking the items to the Ridge Road Transfer Station and dumping for free (restrictions may apply).

## Q: I am getting new carpet. Do I have to wait until bulk week to set it out?

**A:** Yes. You may only set it out on your designated collection day during bulk week or take it to the Transfer Station.

## RECYCLING. IT'S



Visit [OneSimpleActCleveland.com](http://OneSimpleActCleveland.com)  
or call 216-664-3711 to learn more  
about recycling in Cleveland.

