



In order to provide the most efficient service to our customers, we have laid out the following guidelines:

Garbage:

1. Cart(s) must be placed @ the curb in front of your house no later than 7:00 a.m. on your scheduled collection day and turned so that the handles and wheels are facing your house.
2. Garbage must be properly contained (in tied bags) inside your city-issued garbage cart. If not all of your garbage will fit inside your cart, you will need to request an additional cart @ 501-982-6071.
3. We must be able to access your cart(s) with our large trucks. Vehicles must not be parked in the curb. No other obstruction (i.e. mailboxes, additional garbage carts, recycling bins, boxes or bagged trash, etc...) may be within 4 ft. of cart(s).
4. Cart(s) must be placed so that we can reach them with the arm of our trucks. Cart(s) should be placed no more than 3 ft. behind the curb. In some cases, we may paint a white line in the street or curb to indicate where the cart(s) should be placed. It is very important to place the cart(s) on this line to ensure that your house is serviced.
5. Cart(s) must not contain unacceptable materials such as: car batteries, wet paint, used oils, tires, yard waste (i.e. leaves, grass, sticks, etc...)

Yard Waste:

1. Limbs, leaves, and clippings must be placed in a separate pile from any other debris.
2. Limbs can be no longer than 6 ft. & no larger in diameter than 6 in. in order for us to grind them.
3. We cannot grind stumps or root masses.
4. Please do not windrow leaves except during designated times when we are running the vacuum trucks.
5. Piles must not be placed near fences, cars, mailboxes, or signs.
6. Be aware of utilities! A pile placed on top of a meter box or cable riser or beneath an overhead service line can result in property damage and/or personal injury. If we observe that a pile has been placed in a location where we cannot safely remove it, we will leave it until the necessary corrections have been made.
7. According to Jacksonville Ordinance Section 8.20.170, it is the citizen's responsibility to remove debris from trees that have been cut down. It does not fall within the scope of city services to remove such material.

Recycling:

1. Recycling bins should be placed @ least 4 ft. from your garbage cart(s) no later than 7:00 a.m. on your scheduled collection day.
2. Only aluminum drink cans & tin cans should be placed in the red bins.
3. As much as is possible, newspapers should be kept dry and placed in the blue bins.
4. Plastic bottles & jugs only are accepted in the yellow bins. Plastic tubs such as butter dishes, sour cream dishes, & deli containers, are not acceptable. Please discard them in your household garbage cart(s).
5. Cardboard boxes should be broken down into neat stacks no larger than 2 ft. square.
6. On Wednesday & Saturday from 7-3 p.m. @ 1300 Marshall Rd., we provide a recycling drive through service where you may recycle additional items such as: used tires, used motor oil, used antifreeze, fluorescent tubes, & household electronics.
7. Remember, we have an after hour drop off location for plastics, newspapers, cardboard and aluminum for your convenience @ 1300 Marshall Rd.