

Hurricane Irma Debris Removal FAQs

November 1, 2017

- 1. Will my garbage be picked up today?**
 - Waste Management and Waste Connections are picking up trash and recycling items on your regularly scheduled collection day.

- 2. My garbage was not picked up today.**
 - Please contact customer service at (239) 252-2380 to report missed pickups.
 - For safety reasons, Waste Management and Waste Connections will not make collection in areas where debris blocks the road or where there is low hanging or downed lines.

- 3. What do I do with my extra garbage?**
 - Extra garbage can be put in heavy duty garbage bags and placed by the garbage roll cart on your regularly scheduled collection day.

- 4. When will recycling be picked up?**
 - Recycling will be picked up on your regular scheduled day.

- 5. My recycling was not picked up today.**
 - Please contact customer service at (239) 252-2380 to report missed pickups.
 - For safety reasons, Waste Management and Waste Connections will not make collection in areas where debris blocks the road or where there is low hanging or downed lines.

- 6. What is considered non-storm related bulk pickup vs. storm related bulk pickup?**
 - Storm related bulk:
 - a. Mattresses & furniture damaged by the storm
 - b. Sheds destroyed by the storm
 - c. Fences destroyed by the storm
 - d. Appliances damaged by the storm

Non-storm related bulk are the everyday items you would have disposed of before the storm (e.g., a chair, a vacuum cleaner, patio umbrella, etc.).



7. Will bulky items related to the hurricane be picked up?

- Bulky items (appliances, electronics, furniture, etc.) will be picked up by the county's debris removal contractor.
- Hurricane-related bulky items should be placed curbside in the county's right-of-way. Bulky items must be separated from yard debris.

8. Will non-storm-related bulky items be picked up?

- Non-storm related bulky items will be picked up by Waste Management or Waste Connections on your regularly scheduled collection day. Keep bulky items separated from yard debris.

9. What is the difference between storm-related debris and household trash?

- Storm debris includes any trees, tree limbs and shrubs that were blown down by the hurricane. It also includes any fencing, flooring, furniture, carpet, wallboard, etc., that had to be removed from the home due to flooding or other structural damage. This will be picked up by the county's debris collection contractors. Items should be placed on the county's right-of-way in front of your home. Storm-related yard waste must be kept separate from other items placed out for collection.

10. What do I do with my storm-related yard debris?

- Storm-related yard debris does not need to be prepared for pick up. Pile the yard debris loosely (do not place in paper or plastic bags) on the county's right-of-way in front of your home.
- Storm-related yard waste should be separated from construction/demolition debris and bulky items. Keep piles of yard waste away from mailboxes, water meters, backflow prevention devices, utility poles and other objects until collected by the county's debris collection contractors.
- Debris placed in the right-of-way on a county maintained road, whether it is improved or not, will be picked up by the debris removal contractor, AshBritt. The KEY is it must be a county maintained road. If you live on a private road or in a gated community, debris may be placed on the private right-of-way for collection.

11. When is my storm-related yard debris going to be picked up?

- Debris collection contractors have been deployed. Due to the volume of debris we are working closely with our contractors to provide additional resources as they become available.

12. When is my storm-related construction and demolition debris going to be picked up?

- Debris collection contractors have been deployed. Due to the volume of debris we are working closely with our contractors to provide additional resources as they become available.

13. What is the plan for mixed debris pick up?

- Mixed debris will be picked up. Debris collection contractors have been deployed. Due to the volume of debris we are working closely with our contractors to provide additional resources as they become available.

14. How many times will the trucks pick up debris on my street?

- All areas will have more than one pick up if needed. There will eventually be a deadline posted for debris to be placed on the street for pickup.

15. What do I do with my non-storm related yard debris?

- Non-storm related yard debris shall not be placed in garbage roll carts, recycling roll carts or recycling bins.
- Non-storm related yard debris containers shall not exceed 50 pounds in weight, four feet in length, or four inches in diameter.
- Non-storm related yard debris shall not be set out for collection in plastic bags.
- Non-storm related yard debris shall be bundled and securely tied with twine or other material strong enough to support the weight of the bundle.
- A combination of no more than 10 bundles, paper bags or personal containers will be collected at one time.

16. When is my non-storm related yard debris going to be picked up?

- Non-storm related yard debris will be picked up on your regular scheduled recycling day.

17. What type of debris collection vehicle will be utilized to collect storm debris in cul-de-sac communities?

- The debris collection contractor has access to many types of debris collection trucks and equipment to accommodate the collection on small and narrow streets throughout the county.

18. I live in a gated community; will you be picking up in my neighborhood?

- As of October 30, 2017, FEMA has approved the removal of debris from gated communities. Storm debris removal from gated communities is scheduled to commence November 4, 2017, and will take several weeks to complete.

19. What is required from gated communities to commence storm debris collection through the county and FEMA?

- Gated communities must submit a Right-of-Entry (ROE) form to Collier County prior to storm debris collections in their community. The ROE should be signed by an officer or director of the corporation, a manager of an LLC, a resident agent, or by a property management company authorized to sign for the community. The completed and signed form should be returned by e-mail to suezimmerman@colliergov.net.

20. Where can we obtain the Right-of-Entry (ROE) form?

- The ROE can be obtained by calling 239-252-8444 or by emailing Sue Zimmerman at SueZimmerman@colliergov.net.

21. Can gated communities that paid to have storm-related debris removed from the community get reimbursement from FEMA?

- Information can be obtained on reimbursement qualifications by contacting the Federal Emergency Management Agency Customer Service at 1-800-621-3362 or by using their website <http://www.fema.gov/disaster>.

22. When the debris was picked up, it caused damage to my property. How do I report the damage?

- If you believe the damage to your property was caused by the equipment that removed the debris, we can send someone out to assess the property damage. To report any damage caused by equipment please call (239) 252-8444.

23. Will Collier County pay to repair property damages caused by debris removal?

- There will be some expected damage to lawns due to the debris being on the lawn for long periods of time. This is expected after a disaster. The contractor may be asked to repair damages if found at fault for causing the damage during the debris collection process.

24. What happens to the storm- related yard debris being collected curbside?

- The county's debris removal contractor, AshBritt Environmental, is a national, rapid-response disaster recovery contractor with extensive experience with all aspects of debris management operations. The company – and the county – holds maintaining and restoring the natural environment to the same condition at which time it was utilized as one of its highest priorities.
- Temporary debris management sites (such as the site on Wiggins Pass Road) were approved by their proximity to the vast areas of hurricane-related debris accumulated in neighboring residential areas. The locations provide quick turn-around for the debris collection vehicles, helping to facilitate and hasten the debris collection efforts.
- AshBritt will set up large grinders on the sites to process the vegetative debris into mulch. The mulch will be taken out of county to be beneficially reused for soil stabilization in agricultural areas. There will be no burning of debris on any of the five temporary debris management sites strategically located across the county.

25. What is considered non-eligible yard waste?

- Non-storm related yard debris collected from land clearing or lawn maintenance is considered non-eligible. This debris must be prepared as per regular guidelines and set out for regularly scheduled pick up or taken to a yard waste processing facility for proper disposal. Disposal fees will apply.
- Any lawn service or landscape contractors doing land clearing or lawn maintenance on private property will not be allowed to dispose of the non-storm related yard debris on the public right-of-way.