



# Collection of Solid Waste and Storm Debris after Hurricane Irma

## **Businesses & Commercial Properties:**

Businesses and commercial properties must make their own arrangements for debris clean up. Businesses can dispose of debris at County disposal sites but will have to pay disposal fees.

## **Residents:**

County contractors continue to work seven days a week to pick up debris from Hurricane Irma. We appreciate your support and patience as we are dedicated to a thorough cleanup of our county as quickly as possible. The goal is to substantially complete collection of hurricane-related debris on all streets in unincorporated Hillsborough County, along nearly 4,400 miles of roadway, by mid-November (60 days post storm).

Due to the type and quantity of debris at each home, the collection time can vary from 20 minutes to several hours. Our crews are working throughout the unincorporated

county, moving from urban areas to rural neighborhoods. An online debris removal tracking tool at [HCFLGov.net/StormDebris](http://HCFLGov.net/StormDebris) shows the progress of the County's debris collection efforts and can help residents estimate when their debris may be collected.

We are committed to keeping our residents informed and providing excellent customer service. Our Solid Waste customer service representatives are available to assist you at (813) 272-5680 or [HCFLGov.net/AtYourService](http://HCFLGov.net/AtYourService)

Storm debris collection and disposal within the municipalities are being handled by the individual cities, which have information available at:

- [TampaGov.net/SolidWaste](http://TampaGov.net/SolidWaste)
- [TempleTerrace.com/188/Sanitation](http://TempleTerrace.com/188/Sanitation)
- [PlantCitygov.com/64/Solid-Waste](http://PlantCitygov.com/64/Solid-Waste)

## Frequently Asked Questions:

### **Q: When will my vegetative storm debris be picked up?**

**A:** Due to the type and quantity of debris at each home, pick-up time varies from 20 minutes to several hours. Crews are working seven days a week, moving from urban areas to rural neighborhoods. The goal is to substantially complete collection of hurricane-related debris on all streets in unincorporated Hillsborough County by mid-November.

### **Q: Why is it taking so long to have my vegetative storm debris removed?**

**A:** It is estimated that Hurricane Irma created more storm debris in one weekend than Hillsborough County normally processes in 1.3 years. Due to the volume of storm debris scattered across the 4,400 miles of County rights of way, removal efforts will take several weeks to complete despite the utilization of outside storm debris contractors to work seven days a week collecting debris.

### **Q: Where can I take vegetative storm debris for disposal if I don't want to wait for the debris to be removed from the right of way?**

**A:** The County has three permanent yard waste processing facilities open from 7:30 a.m. to 5 p.m., Monday through Saturday, where residents can dispose of vegetative storm debris for free. Residents

must provide a valid driver's license or photo ID that displays their address in order to receive free disposal of yard waste. Please be patient, as FEMA requires the County to record the names and addresses of residents disposing of storm debris.

- Falkenburg Road, 346 N. Falkenburg Road in Tampa
- Northwest County, 8001 W. Linebaugh Ave. in Tampa
- South County, 13000 U.S. Highway 41 in Gibsonton

### **Q: If I self-haul storm related yard debris to a County collection site will it count against my allowed residential disposal points?**

**A:** No. At this time the County is not limiting the amount of storm related yard debris that residents can bring to yard waste collection sites. Residents must provide a valid driver's license or photo ID that displays their address in order to receive free disposal of yard waste. Please be patient with staff and expect lines at these sites, as FEMA requires the County to record the names and addresses of residents disposing of storm debris. Residents can take bagged vegetative storm debris to the yard waste disposal sites, but they will be required to remove the debris from the bags at the site as the plastic bags can't be processed along with the vegetative debris.

**Q: Can I dispose of bagged vegetative storm debris at the yard waste disposal sites?**

**A:** Residents can take bagged vegetative storm debris to the yard waste disposal sites, but they will be required to remove the debris from the bags at the site as the plastic bags can't be processed along with the vegetative debris.

**Q: What guidelines are there regarding how the vegetative storm debris should be placed at the curb? Do I have to cut the vegetated storm debris into a certain size?**

**A:** Routine weekly yard waste pickup by your regular franchise hauler continues as contracted storm debris removal efforts take place. You can help speed up debris removal from your property by bagging and bundling as much of your vegetative debris as possible. Leaves and small twigs should be placed in bags or containers.

Up to 2 cubic yards of debris in bags, containers, and bundles (approximately 12 bags or 30-gallon containers) will be collected weekly by your regular yard waste service provider. If bagged yard waste is not picked up during your regular weekly yard waste service, please report a missed collection at (813) 272-5680.

Bagged and containerized yard waste will likely be picked up sooner than large piles requiring heavy equipment. Limbs and branches less than 4 feet long and 6 inches in diameter should be neatly stacked. Piles of leaves and twigs will not be collected and must be placed in bags or containers.

Larger pieces of storm debris must be placed within the public right of way (generally the area between the sidewalk and the street) for collection by storm debris contractors. There is not a size limit, but it is preferred that tree limbs be cut to 6 feet or less.

**Q: Who is picking up the storm debris?**

**A:** Storm debris is being collected by a combination of private storm debris removal contractors, your weekly regular franchised waste hauler, and special Hillsborough County teams. Crews are working seven days a week to collect debris as quickly and efficiently as possible.

**Q: If the storm debris contractors already came through my neighborhood but my debris was not collected what should I do?**

**A:** Independent monitors are being used to track the progress of the storm debris contractors and to help ensure that each collection grid is cleared prior to allowing the crew to move to the next collection grid. Most likely, storm debris contractors are still working in your area and your debris will be collected. If you think storm debris contractors have already cleared

your street and adjacent streets but your debris was missed, please report a missed collection at (813) 272-5680.

**Q: Will storm debris be collected from the right of way along private roads?**

**A:** Yes, Hillsborough County will collect storm debris from the right of way along private roads. The County is requesting homeowners associations for private, gated communities execute a right of entry and indemnification agreement, as required by FEMA, in order for the County to seek federal reimbursement for collection expenses in these areas. Representatives of private, gated communities can contact Travis Barnes at (813) 209-3085 or DebrisRemoval@HCFLGov.net for the required forms and additional information.

**Q: Will the County collect non-vegetative storm debris from the right of way?**

**A:** Non-vegetative debris is only being collected from residential properties impacted by floodwaters or that experienced structural damage to homes or accessory structures directly caused by Hurricane Irma. To request free removal of non-vegetative storm debris from your residential property, you must complete and return a Storm Debris Removal form by October 13, 2017. Impacted residents can contact Casaundra Marion at (813) 272-8787 or DebrisRemoval@HCFLGov.net for the required form and additional information.

**Q: Will there be a second pass for debris removal?**

**A:** The County will continue conducting storm debris removal in areas that need it. If you still have storm debris at your home, continue to safely place the debris at the right of way for collection. Residents should avoid placing debris near mailboxes, water meters, street signs, light poles, fire hydrants, or similar objects that would block debris collection. Debris should not be placed in the roadway, where it can fall into the roadway, or on top of storm drains. Do not mix household waste or yard debris with the storm debris placed within the right of way in front of the impacted residential property.

**Q: I've seen yard waste trucks dumping debris on the right of way, what do I do?**

**A:** Hillsborough County and our storm debris contractors will not be dumping storm debris along the rights of way. Privately hired landscaping companies can help residents get their storm debris to the right of way for collection by the County, however if the storm debris is loaded and transported away from private property it should be taken by the company to a permitted waste disposal site. If you see trucks dumping storm debris, please report it as illegal dumping by calling Code Enforcement at (813) 274-6600 or submitting an online report at HCFLGov.net/AtYourService.