



# Service Day Change Frequently Asked Questions



## **What service change is Solid Waste making?**

The City of Tampa Department of Solid Waste & Environmental Program Management has changed the day we provide garbage, household recycling, and yard waste recycling collection to some of our residential customers.

## **When does this new service day change go into effect?**

The Service Day Change is effective Monday, June 7, 2010.

## **Why is the City of Tampa implementing a service day change?**

The reasons for the change include the need to balance routes (number of homes per collection vehicle); expand the types of services offered; and provide greater efficiency and service delivery to residential customers.

## **Will household recycling and yard waste recycling service change?**

Yes, both recycling services will be affected. Both recycling services will be provided on the same day.

## **What is my new collection schedule?**

The City of Tampa new collection schedule is as follows:

- North of Columbus Drive/W. Boy Scout Blvd. & East of Interstate 275
  - **Monday** – Garbage Only
  - **Thursday** – Garbage, Household Recycling, and Yard Waste Recycling
- North of Columbus Drive/W. Boy Scout Blvd. & West of Interstate 275
  - **Monday** – Garbage, Household Recycling, and Yard Waste Recycling
  - **Thursday** – Garbage Only
- South of Columbus Dr./ W. Boy Scout Blvd. & East of Himes Ave.
  - **Tuesday** – Garbage Only
  - **Friday** – Garbage, Household Recycling, and Yard Waste Recycling
- South of Columbus Dr./ W. Boy Scout Blvd. & West of Himes Ave.
  - **Tuesday** – Garbage, Household Recycling, and Yard Waste Recycling
  - **Friday** – Garbage Only

## **Will this service day change affect my rates?**

No, your rates will not be affected.

### **How are customers being notified of this service day change?**

Residential customers will be notified of the service day change in several ways:

- Utility bill insert notification
- Department Website
- City of Tampa Website
- Local Newspapers and Community Calendars
- Customer Service Record phone message
- Reverse 911 phone message
- City of Tampa Official News Release
- Information Postcards placed in public facilities
- Presentations made to City of Tampa Neighborhood Associations
- City of Tampa Facebook and Twitter sites
- City of Tampa Television (CTTV) Programming: Mayor's Hour, Spotlight Tampa, and Bulletin Board
- Local Radio and TV

### **What are the benefits of the service day change?**

The benefits realized from the implementation of the Service Day Change are improved customer service and response time for all core collection services; expansion of yard waste recycling services from 45% to 100% of households; 10% decrease in the number of vehicles on the road daily; and 500,000 pounds reduction in carbon dioxide emissions annually.

### **Does this change affect New Tampa residents?**

No, New Tampa resident should contact Hillsborough County Solid Waste Management at (813) 272-5680 for their residential collection schedule.

### **Where can I find out more information about the Service Day Change?**

More information can be found using the following resources:

- Solid Waste Website – [www.TampaGov.net/solidwaste](http://www.TampaGov.net/solidwaste)
- Solid Waste Customer Service – (813) 348-1111