



Service Guide

YOUR GUIDE TO WORTHINGTON CITY SERVICES

SAVE FOR FUTURE REFERENCE

“How do I get rid of this? Does this go in the trash can, or the recycling bin? How do I dispose of yard waste? When will the leaf vacuum be down my street? Will the snow plow ever clear the road? Does the City shovel snow from sidewalks? What is storm water? My sewer is backing up-what do I do?” These are some of the commonly asked questions when residents call the Worthington Department of Public Service. This special pull-out edition of the Village Talks is designed to answer these questions and more. Please keep it and refer to it as questions arise. It is our hope that these pages will help residents better understand your City services and how the Service Department works to make Worthington a safe and clean community in which to live, work and play.

Solid Waste Collection

The City of Worthington provides refuse, recycling, and yard waste collections to all single-family, two-family, and condominium residences within the City. Residents are not billed directly for this extensive service. If you live in an apartment building of four units or more, please contact your landlord to learn of your disposal options. The City of Worthington does not provide solid waste collection services for Commercial properties or businesses.

Collection Day

Refuse, recycling and yard waste collections take place on Friday between 6 a.m. and 6 p.m. on a year-round basis. Three separate trucks collect each type of solid waste (Trash, Recycling and Yard Waste) every Friday, year round. All items are to be placed at the curb or edge of the paved roadway no later than 6:00 a.m. Friday. By City Ordinance, no items may be placed curbside before 6:00 a.m. Thursday and empty containers must be removed by 6:00 p.m. Saturday. Residents must have solid waste at the curb by 6:00 a.m. Friday. Haulers are not required to pick up any solid waste set at the curb after 6:00 a.m. and will not return to collect solid waste set out after the truck has gone by.

Collections may be moved to the Saturday following the Holiday during these weeks if the Holiday falls on a weekday:

- New Year's Day (January 1)
- Memorial Day (Last Mon. in May)
- Independence Day (July 4)
- Labor Day (First Monday in Sept.)
- Thanksgiving
- Christmas Day (December 25)

Please consult www.worthington.org for the complete schedule. For all other holidays, collection will continue to occur on Friday unless otherwise noted by newspaper or postcard, on the City's calendar or on the website.

Service Problems

If you experience any problems with your refuse, recycling, or yard waste service, please contact the Worthington Department of Public Service at 431-2425. Missed collections may also be reported directly to Local Waste Services at (614) 409-9375.

Authorized containers include:

- Sealed plastic (for trash) or paper bags (for yard waste.)
- Metal/plastic cans with two handles and a tightly fitted lid.
- Containers may not exceed 35 gallons and all bags and cans must weigh less than 50 lbs.

Local Waste Services may refuse to accept all unauthorized containers, such as cardboard boxes, if not serviceable.



Trash

All refuse is to be properly wrapped (in a bag) before being placed in an authorized refuse container to allow for greater collection efficiency and to reduce littering. Animal waste must be sealed in moisture-proof material, such as a plastic bag and be undetectable by odor. Animal waste is to be disposed of with the trash and is not yard waste. Haulers may refuse collection if animal waste is not completely sealed in a plastic bag or disposable container.

Quantity of Refuse

Residents may set out an unlimited quantity of refuse at the curb; however, all refuse must be placed in an authorized container and each container must weigh less than 50 lbs.

Bulk Items, Furniture/Appliances/Carpet

Sofas, stoves, hot water heaters, tables, mattresses, washers/dryers, etc. will be collected. Larger items may need broken down into smaller pieces. Carpet must be securely rolled and each roll must be less than 5 ft. in length and 1 foot in diameter. Items that are not permitted include all CFC Appliances (refrigerators, dehumidifiers), tires, motor oil & car batteries. Please call the Service Department at 431-2425 for disposal options.

Construction Material

Lumber, drywall, shingles, fencing, etc. will be collected IN VERY SMALL QUANTITIES. Place in container for easy handling or stack neatly at the curb. Individual items and containers need to weigh less than 50 lbs. and be less than 5 ft. in length and 2 ft. in width. All nails, screws or staples must be removed. To facilitate pick-up, please notify the City in advance. Waste generated by larger home remodeling projects will require a private, commercial hauler for collection.

Yard Waste

Yard waste is required to be completely separated from trash since it is not allowed in the landfill. Yard waste includes grass clippings, branches, sticks, leaves, small logs, and plant material. Soil, vegetables/food, rocks and pebbles, and treated wood such as rail road ties and landscape timbers should be placed in the trash.

Yard waste may be placed at the curb in the following methods:

- Paper yard waste bags (purchased at lawn/garden stores)
- Permanent containers with two handles and clearly labeled YARD WASTE
- Bundled with string or twine no longer than 4 ft. in length and no larger than 2 ft. in diameter.
- No plastic bags of any type may be used, including mulch bags.
- All yard waste, in bags, containers, and/or bundles, must be less than 4 ft. in length and less than 50 lbs. Local Waste Services will not accept ANY loose yard waste. Fireplace logs, stumps, and root balls must be less than 3 ft. in length and 10 inches in diameter. Large quantities of firewood will not be collected.

Labeling Guidelines

Residents who use their own container for yard waste must place a yellow "Yard Waste Only" decal on the upper portion of the container. The decal must face the street so it is visible to the yard waste driver. Decals are available at the Service Department free of charge. Do not place decals on paper yard waste bags. Containers not labeled for Yard Waste may not be collected.

Yard Waste Drop-off

The Service Department offers free yard waste drop-off for all Worthington residents. Residents, with proof of residency, may drop off their yard waste weekdays 8:00 a.m. to 4:00 p.m. and

the last Saturday of each month (March to October) between 12:00 p.m. and 3:00 p.m. There are no quantity, size or bundling restrictions. Weekdays, check in the main office for assistance. Saturdays, enter the gate at the north end of the Service Building. Residential use only. Residents using private contractors for large tree removals should contact the Solid Waste Authority of Central Ohio (SWACO) at 871-5100 for information about other "free" drop-off locations that can better accommodate larger quantities.

Recycling

Recycling is provided at no additional charge to residents who receive the City's solid waste collection service. Initially, residents may receive two bins free of charge. Replacement/additional bins are available for pick up at the Service Department, 380 Highland Ave. Lids are no longer available. All recyclable materials may be placed in the same bin, and paper is no longer required to stay dry.

Items that May Be Recycled

- Clear, brown, and green glass
- Aluminum/bi-metal beverage cans
- Clean aluminum foil and pie pans
- Plastics # 1 thru #7 (bottles & jugs only)
- Tin and steel food cans
- Juice boxes- not including the straw
- Newspapers, magazines, catalogues
- Phone books, junk mail & envelopes
- Corrugated cardboard - 2 ft. by 3 ft.
- Office, school, fax papers
- Chipboard - detergent boxes & dry packaged food boxes (crackers, cereal, cake mix, etc.) Remove all plastic linings.
- All cardboard larger than 2 ft. by 3 ft. and boxes which are not broken down may be collected by the trash driver

Styrofoam, wrapping paper, ribbon, napkins, tissues, coat hangers, wood products, pots and pans, window glass and plastic bags are not recyclable.

Household Hazardous Waste

HHW items such as solvents, car batteries, driveway sealers propane tanks, and fertilizers are not collected during the weekly solid waste collection since they are dangerous to people, animals and the environment.

Collection Drives

To encourage the proper disposal of household hazardous waste, the Solid Waste Authority of Central Ohio (SWACO) offers free collection drives in various municipalities. These events are open to all Franklin County residents and typically operate on weekends between April to October. Trash, medical wastes, and materials from businesses/schools are not accepted. For more information, please contact the Service Department at www.worthington.org, 431-2425 or call SWACO at 871-5100.

Year Round Drop Off

SWACO provides free HHW disposal services for all Franklin County residents. SWACO contracts Environmental Enterprises Incorporated (EEI) based out of Cincinnati, in offering free residential recycling for HHW. Thank you for buying less hazardous alternatives when possible!

645 E. 8th Avenue
Columbus, Ohio 43201
(The corner of E. 8th and Essex Avenue)
Phone- (614) 294-1300

Hours at the Household Hazardous Waste (HHW) Center have been expanded. An extra day has also been added for the convenience of residents of Franklin County. Hours are Noon to 6 p.m. Wednesday and Friday, 9 a.m. to 5 p.m. Thursdays. Residents can bring their old lawn

chemicals, paints strippers, acids, insecticides, etc. for recycling and/or environmentally safe disposal. Businesses should contact EEI to inquire about the disposal of hazardous materials at a commercially licensed facility.

Latex Paint Is Not Hazardous When Hardened

To dispose of latex paint, remove the lid and stir in sand, dirt, kitty litter or a hardening agent available at most home centers and hardware stores. Let the cans sit open until all paint is hardened and completely solidified. Leave the lids off and place the cans with your regular trash for Friday collection. If any liquid is present or the lids are left on, the cans will not be collected.

Curb Side Leaf Collection

The Worthington Service Department offers leaf collection services to all Worthington residents during the autumn season. The Department's goal is to provide efficient and effective leaf collection that is convenient for residents. Limited staff and equipment and the unreliable nature of the weather prevent us from being able to schedule specific neighborhoods or streets at specific times of the day or week. We do make every effort to collect leaves from each City street



at least once each week. The Leaf Collection program begins in October and ends in early December. For the specific schedule please visit www.worthington.org

Leaf Collection Guidelines

- All leaves must be raked to the curb in a neat pile or row - do not place leaves in street. Leaves in streets causes storm sewers to clog and creates traffic hazards.
- Do not include foreign materials, such as brush, twigs, or grass clippings. Such material damages the leaf vacuum machine.
- Remove vehicles from the street during your collection week. The leaf vacuum truck will not be able to pick up any leaves blocked by a parked vehicle and will not come back.
- Rake leaves well away from obstructions such as trees, fire hydrants, sign posts, telephone poles, mailboxes and flower beds. Collection equipment cannot access leaves placed near or behind such obstructions. Leaves placed near such obstructions will not be collected.
- Leaf collection crews may come to your house anytime during the week. Conditions such as weather, leaf volume and staffing keep the department from being able to schedule specific streets on specific days. Please place leaves at the curb by Monday of each scheduled collection week to ensure pick up. The Service Department cannot guarantee collection of leaves placed at the curb late in the week.
- Leaves placed at the curb after the annual collection schedule has ended will not be collected. Residents may bag the leaves in paper yard waste bags for Friday collection.

Snow Removal

The Service Department's number one responsibility in terms of snow removal is to make Worthington streets as safe and clear as possible for those who live, work or travel through the City. The Service Department has a "clean street policy," which means that crews work until all streets are plowed or salted and cleared to bare pavement. In extreme cold, deicing agents will not work as effectively and streets may remain slick until traffic and weather help the products to work. Major thoroughfares, bridges, hills and bus routes receive priority, followed by residential streets, alleys and cul-de-sacs. Each storm is different, and the work of plowing and salting takes time. Rest assured your street will be treated in as timely a fashion as possible.

Why did you plow snow in my driveway?

In order to clear a street of snow, plows must push snow to the side of the street. This creates a necessary but unfortunate consequence: snow is pushed into driveways. The Service Department asks for your understanding, and offers the following suggestions:

- Avoid shoveling snow into the street. Shoveling snow from your driveway into the street creates several problems: if streets have already been cleared, this may cause safety problems; if the street is not yet cleared, then this snow will be pushed into your driveway by the plow.
- When shoveling your driveway, shovel the snow to the side of your driveway on the far side of the traffic flow. When snow is piled in this manner, plows will push it toward the curb strip rather than over the driveway approach.
- When conditions exist that require snow plowing or salting, please move vehicles off the street. This will greatly assist Service crews in their efforts to keep streets safe and clear.

Sidewalk Snow Removal

Residents are responsible for clearing their sidewalks of snow and ice. City Code requires that the home owner or occupant remove snow and ice from sidewalks and curb ramps abutting their premises within twelve (12) hours of daylight after any snowfall or

accumulation of ice occurs in order to give safe passage. If the homeowner fails to clean the sidewalk, the City may serve notice giving the homeowner 24 hours to clear the sidewalk. If the owner does not comply, the City will have the sidewalk cleared and the property owner will be billed.

Sanitary Sewers

The sanitary sewer system carries waste water, wash water and flushable solids to Columbus' Sewerage Treatment plant. Crews maintain miles of sewer line through a combination of remote camera inspections, line cleaning, spot repair, and herbicidal treatment. Occasionally blockages do occur and cause a back up of sewage. To prevent problems in your sewer line, never put non-biodegradable items (cloth, diapers, feminine sanitary products), grease, or food materials in your sewer line (sink or toilet). To report a suspected backup, call the Service Department at 431-2425 from 7:30 a.m. to 4:30 p.m. Evenings and weekends, call 885-4463 and crews will be dispatched to investigate your problem.

How the System works

All the drains inside your home-sinks, showers, toilets, washing machines and dishwashers, and floor drains drain to the sanitary sewer system. By the force of gravity, all that water flows through your pipes out to the City's Sanitary Sewer Main. The property owner is responsible for any maintenance or repair work in the pipe, known as a lateral, running from the house to the main. The City's responsibility for maintenance and repair does not extend beyond the main. Even if your lateral runs under City Right-of-Way or the street, you are responsible for any necessary repairs.

What to do in the event of a back up

If you suspect you have a sewer line back up, stop use of running water immediately! Turn off dishwashers or washing machines. Do not flush toilets, use showers or sinks. Call our Service Department to report the back-up. Crews will respond and assess the situation. If the cause of back up is in the City's main, crews will take necessary steps to remove the blockage. If it is found to be in your lateral you will have to call a plumber or other contractor to remove your blockage.

Storm Water Management

Defining Stormwater

Stormwater is the discharge of water resulting from the run-off of precipitation. Stormwater can occur during a storm, during a so-called rain event or as the result of snow melt. Any water occurring from precipitation and making its way back into the water cycle is stormwater.

Why Regulation Matters

Stormwater has the potential to carry pollution, cause serious erosion issues and flooding and impair natural habitats. The problem is caused when impervious surfaces, such as roofs, driveways, sidewalks and streets, cause water to rush into storm sewer inlets instead of trickling through the soil and recharging the water table. The pipes that make up the storm sewer system drain directly into the City's waterways, and all that water winds up in the Olentangy River. Garbage, vehicle fluids or sediments on those impervious surfaces can wash right into the pipes and into the river completely untreated. In addition, large volumes of stormwater rush into the waterways and cause erosion. Large portions of stream banks can become unstable and wash away, adding more pollution in the form of sediment to the streams and rivers in Worthington.

City Initiatives

Since 2003, the City of Worthington has been continually developing and following a Stormwater Management Plan. The plan uses six minimum control measures mandated by the Environmental Protection Agency to execute the plan. These six measures are:

- Good housekeeping - Taking measures within City maintenance operations to protect waterways through programs such as leaf collection and street sweeping
- Illicit discharge detection and elimination - Making sure that only rain goes down the drain
- Post-construction - Making sure structures for controlling run-off and pollution are maintained
- Pre-construction - Reviewing site plans on construction projects to make sure the waterways will be protected.
- Public education
- Public involvement

For more information contact the Public Service Department at (614) 431-2425.