



RULES AND REGULATIONS FOR COMMERCIAL REFUSE COLLECTION

To help us provide a safe, efficient and environmentally sound solid waste collection service to your commercial establishment, the City of Ocala Public Works Department's Commercial Sanitation Division requests that you follow the procedures presented below.

I. Commercial Refuse Dumpster Service

- A. The type of business you operate will determine the service most appropriate to meet your solid waste disposal needs. Commercial Sanitation will help advise you of the most suitable type of collection service based on dumpster size, service frequency and dumpster placement requirements.
- B. Front loading style dumpsters are available in 2, 4, 6 and 8 cubic yard capacities. Service is available up to six times a week Monday thru Saturday.
- C. Please do not stack boxes, pallets or other debris on, around or in front of your dumpster.
- D. Break down boxes to create extra space. Once the dumpster is full, additional refuse should be held within your premises until dumpster is serviced as scheduled or an extra service has been requested and provided for an additional fee.
- E. Please keep your dumpster doors/lids closed at all times. This prevents debris and unpleasant odors from escaping and pests from entering. Your dumpster is full when the lids can't close tightly. Do not jam items down into the dumpster. Items that do not come out when servicing is not the responsibility of the City. **DO NOT OVERLOAD DUMPSTERS.** This may result in not being emptied and/or an additional pick-up charge.
- F. Never place items longer than four feet in length in your dumpster. Building materials, concrete, bricks, sand, pallets, heavy logs, yard waste, paint, hazardous materials and other non-garbage items should not be placed in dumpsters. Contact Sanitation for placement of yard waste
- G. Any items left on or around the dumpster will not be collected and it is the responsibility of the business to clean up the area. The dumpster area or inside of the enclosure shall not be used for storage.
- H. The dumpster must be accessible on service days from 3:30 am to 12:00 noon. City Sanitation locks are available for gates, fences or containers for a fee. If the dumpster is blocked, there is a charge for us to return for servicing. Extra dump requests should be made by 10:00 am if needed the same day, excluding Saturdays.
- I. Please make sure dumpster enclosure gates work properly and gate pins function as well.
- J. If you think your dumpster has been missed, report it by 10:00 AM the day of service. If we were there but unable to empty, there is a \$20 reroute fee for us to go back.
- K. Please contact the Commercial Sanitation Division for dumpster repairs, which includes lids and doors.
- L. Please contact the Commercial Sanitation Division for any schedule changes or dumpster size adjustments.
- M. Any low limbs which impact our ability to service your dumpster is the responsibility of the business or property owner to have trimmed or removed.



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II. Commercial Curbside Service

A. The type of business you operate will determine the service most appropriate to meet your solid waste disposal needs. Sanitation will help advise you of the most suitable type of collection service you require.

B. Commercial curbside service is available to those businesses whose location cannot support a dumpster. This is not available for restaurants.

C. Provide up to two 96 gallon City of Ocala garbage carts, and all waste is required to be in securely closed plastic bags prior to placing in carts. Up to three additional carts are available for additional fees for each. The cart(s) must be set out at the curb by 7:00 am on your scheduled pick up day. The cart(s) must be retrieved by sunset of your pick-up day.

III. Bulk Pickup and Other Related Information

A. Larger bulk pick-up service is available for loose trash (junk, furniture and pallets) and/or bulk debris on a requested basis for a minimal fee. Small amounts are covered under your monthly fee.

B. If your scheduled collection day is a City of Ocala observed holiday, your service day may be altered that week. Please call the Sanitation hotline at 351-6698 at any time for a recorded message advising you of your holiday pick-up schedule.

IV. Contact Information

For additional information please contact us Monday thru Friday from 7:00 am to 4:30 pm at 351-6740 or call the Sanitation Information Line at 351-6698.