


City of Greenville Public Works Department

Resident Guide to Public Works Services July 1, 2013

City of Greenville Public Works Department
1500 Beatty Street
Greenville, NC 27834

July 1, 2013

Look for the  icon for key points of information!

REFUSE

The City of Greenville provides weekly refuse collection services to its residents.

Curbside service uses a City-approved rollout container. The City has 64-gallon and 96-gallon containers that are available for purchase and will deliver them free of charge within the City limit. This container must be pulled to the curbside by 6am on the service day and removed from the curbside to a location behind the front line of the house no later than daybreak of the day following scheduled collection. Please call (252) 329-4522 for current container pricing.

Multi-Family service is for residential complexes utilizing a dumpster. City crews will empty the dumpster on a weekly basis.

***Premium Backyard** service is no longer available to new connections. Those who had Premium Backyard service prior to July 1, 2013 are able to continue using the service at their address until they choose to switch to Curbside service by purchasing a required City-approved rollout container or until there is a new connection processed for that home or account holder.

EFFECTIVE JULY 1, 2013, the refuse fees are as follows:

Premium Backyard	\$42.30
Curbside	\$13.25
Multi-Family	\$13.25

It is presumed that all residential units in the city receive sanitation service. For single family homes, the fee will automatically start at Curbside service and a City-approved container must be used for collection. For more information, please call the City of Greenville Public Works Department at (252) 329-4522.

Unsure of your service day?
Call (252) 329-4522 to find out!



Recycling is collected once per week on your scheduled service day with a maximum of three (3) containers of your choice, not to exceed thirty-two (32) gallons each with tight-fitting lids and handles. A City recycling decal must be placed on each container. These decals can be obtained from the Public Works Department at 1500 Beatty Street or by calling 329-4522 to have a decal mailed to you.

Residents with curbside service must bring their recycling containers to the curbside by 6am on their scheduled service day.

Residents have the option of purchasing a City-approved recycling rollout cart for recycling. It must have a recycling decal affixed to the side of it and be brought to the curbside.

The City of Greenville also offers a Comprehensive Guide to Recycling. They are available at the Public Works Department at 1500 Beatty Street, by calling 329-4522 to have one mailed to you, or by visiting our recycling website at RecycleMOREGreenville.org.

www.greenvillenc.gov



Interested in volunteering?

Keep Greenville Beautiful, Inc. is a program under the guidance of the National Keep America Beautiful, Inc. program. To be successful, we need volunteers to serve in various capacities. Committees include fundraising, special events, beautification, waste reduction/recycling, education, Adopt-A-Bed and more! For more information, contact the Recycling Coordinator at 329-4048.

Questions about recycling?
Call (252) 329-4048 for assistance!



City of Greenville
2013 HOLIDAY
SANITATION SCHEDULE

NEW YEAR'S 2013

Monday, December 31, 2012—Regular Schedule
Tuesday, January 1, 2013 – NO COLLECTION
Wednesday, January 2, 2013 – Tuesday's Routes
Thursday, January 3, 2013 – Regular Schedule
Friday, January 4, 2013 – Regular Schedule

MARTIN LUTHER KING JR. DAY

Monday, January 21 2013 – NO COLLECTION
Tuesday, January 22, 2013 – Monday's Routes
Wednesday, January 23, 2013 – Tuesday's Routes
Thursday, January 24, 2013 – Regular Schedule
Friday, January 25, 2013 – Regular Schedule

GOOD FRIDAY

Monday, March 25, 2013 – Regular Schedule
Tuesday, March 26, 2013 – Regular Schedule
Wednesday, March 27, 2013 – Thursday's Routes
Thursday, March 28, 2013 – Friday's Routes
Friday, March 29, 2013 – NO COLLECTION

MEMORIAL DAY

Monday, May 27 2013 – NO COLLECTION
Tuesday, May 28, 2013 – Monday's Routes
Wednesday, May 29, 2013 – Tuesday's Routes
Thursday, May 30, 2013 – Regular Schedule
Friday, May 31, 2013 – Regular Schedule

INDEPENDENCE DAY

Monday, July 1, 2013—Regular Schedule
Tuesday, July 2, 2013 – Regular Schedule
Wednesday, July 3, 2013 – Regular Schedule
Thursday, July 4, 2013 – NO COLLECTION
Friday, July 5, 2013 – Regular Schedule



City of Greenville
2013 HOLIDAY
SANITATION SCHEDULE

LABOR DAY

Monday, September 2, 2013 – NO COLLECTION
Tuesday, September 3, 2013 – Monday's Routes
Wednesday, September 4, 2013 – Tuesday's Routes
Thursday, September 5, 2013 – Regular Schedule
Friday, September 6, 2013 – Regular Schedule

VETERAN'S DAY

Monday, November 11, 2013 – NO COLLECTION
Tuesday, November 12, 2013 – Monday's Routes
Wednesday, November 13, 2013 – Tuesday's Routes
Thursday, November 14, 2013 – Regular Schedule
Friday, November 15, 2013 – Regular Schedule

THANKSGIVING

Monday, November 25, 2013 – Regular Schedule
Tuesday, November 26, 2013- Regular Schedule
Wednesday, November 27, 2013 – Thursday's & Friday's Routes
Thursday, November 28, 2013 – NO COLLECTION
Friday, November 29, 2013 – NO COLLECTION
NO RECYCLING OR YARD WASTE ON WEDNESDAY
(Thursday & Friday Routes)

CHRISTMAS

Monday, December 23, 2013 – Monday's & Tuesday's Routes
Tuesday, December 24, 2013 – NO COLLECTION
Wednesday, December 25, 2013 – NO COLLECTION
Thursday, December 26, 2013 – Regular Schedule
Friday, December 27, 2013 – Regular Schedule
NO RECYCLING OR YARD WASTE ON WEDNESDAY
(Thursday & Friday Routes)

Questions on the holiday schedule?
Call (252) 329-4522 for assistance!

City of Greenville

Frequently Asked Sanitation Questions

- Q. I will be moving to Greenville soon. How do I get started with sanitation service?***
- A. Please contact the Public Works Department at (252) 329-4522 for information regarding your collection day and instructions on placement/separation of garbage, recycling, and bulky trash.
- Q. My garbage/recycling was missed. What do I do?***
- A. Occasionally a container will be missed. Please call 329-4522 so we may resolve the problem as soon as possible.
- Q. Will the City pick up refrigerators, stoves, and other appliances?***
- A. Yes, these items, known as white goods, are picked up every Wednesday by appointment. Please call 329-4522 to schedule a pickup.
- Q. Does the City collect yard debris?***
- A. Yes, these items should be placed behind the curb, separated from other trash. Limbs can be no longer than 5' - 6' in length and 4" in diameter.
- Q. Does the City provide leaf collection?***
- A. Yes, leaf collection takes place November 1 - March 1. During this time, leaves should be placed at the curbside, not in the road.
- Q. Does the City help with mosquito problems?***
- A. Yes, mosquito abatement starts in May and runs through November. The City will spray rights-of-way only. If your neighborhood is particularly bad, please call 329-4522.
- Q. How do I dispose of paint?***
- A. Paint cans will be collected as long as the paint is solidified, the lids are off, and they are placed at the curbside.
- Q. How do I dispose of tires?***
- A. Tires are collected by the City once a year during the Spring Clean Up. The Pitt County Transfer Station on Allen Road accepts tires. See page 10 for hours of operation.
- Q. When can I place junk and discarded furniture at the curb for collection?***
- A. No more than two days in advance of the scheduled collection day.

Did you know?

●It is presumed that all residential units in the City receive sanitation service. When you open a Greenville Utilities account and you are within the City Limit, refuse and stormwater fees are automatically activated. **Also, the refuse fee always starts at the Curbside rate for single family residences.** If you have a City rollout container and believe you should be billed for curbside service, please notify Public Works at 329-4522.

●Syringes and needles cannot be placed in the trash or recycling. Place them in a hard plastic container with a screw on or tightly secured lid and call Public Works at 329-4522 to schedule a pick up for these items.

●The Sanitation Division does not remove construction debris. This includes work performed by a contractor or work done by yourself. Also, the City will not remove debris from vacant lots. Please make proper disposal of debris part of your contract.

●No sanitation service will be provided if a driveway is blocked; a can is behind a locked or closed fence, on a porch or patio, filled with water, or inside a garage or carport. Also, crews will not collect spilled/loose garbage. All refuse must be inside of a container in order for it to be removed.

●The City of Greenville offers an Adopt-A-City-Street Program patterned after the Adopt-A-Highway Program. Participants include schools, non-profit organizations, clubs, businesses and individuals. If you or your group would be interested in adopting a City street, please call the City of Greenville Public Works Department at 329-4524.

●The City of Greenville Engineering Division offers volunteer opportunities through it's Storm Drain Stenciling Program. Storm drains are stenciled to make people aware that whatever goes down the storm drains in Greenville empties directly into our lakes and creeks. If your group would be interested in the Storm Drain Stenciling Program, please call the City of Greenville Engineering Division at 329-4467.

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The City of Greenville's Stormwater Management Program was developed to: meet federal and state mandates for water quality protection; reduce the risk of flooding; protect, maintain, rehabilitate and upgrade existing stormwater resources and infrastructure; and involve the public through education and volunteer efforts.

Stormwater Utility

City Council adopted regulations in late 2002 that established the Stormwater Utility, which became effective July 1, 2003. Revenue generated by the stormwater utility is used to administer the City's Stormwater Management Program.

The utility fee is based upon the amount of impervious cover (hard surface) on a property. Impervious cover may include such things as: rooftops, driveways, sidewalks, etc. The fee is charged to all those owning or renting property with some form of impervious cover exceeding 200 square feet. There are no exemptions from this fee; all residential properties, commercial properties, schools, churches, universities, hospitals, etc. are charged.

The fee is \$3.35 for every 2,000 square feet of impervious cover you may have on your property. Residential properties (single-family and duplexes) fall in one of four tiers:

Tier I	200 sf. - 2000 sf.	\$ 3.35 per month
Tier II	2001 sf. - 4000 sf.	\$ 6.70 per month
Tier III	4001 sf. - 6000 sf.	\$ 10.05 per month
Tier IV	6001 sf. or greater	\$13.40 per month

All non-residential properties (all properties other than single-family and duplexes) are charged \$3.35 per 2,000 square feet of impervious cover actually existing on their property.

For Stormwater Utility inquiries, please call 329-4688.
For Stormwater Management Program inquiries,

Illicit Discharge/ Connection Program

In an effort to address stormwater pollution, the City of Greenville has developed the Illicit Discharge/Connection Program in accordance with Section 9-9-16(a) of the City Code which states:

"No person shall cause or allow the discharge, emission, disposal, or pumping directly or indirectly to any stormwater conveyance, the waters of the State, or upon the land in such proximity to the same (such that the substance is likely to reach a stormwater conveyance or the waters of the State), any fluid, solid, gas or other substance, other than stormwater..."

Penalties for first time offenders of illicit discharges could result in a maximum civil penalty of up to \$100 per violation per day. Penalties for first time offenders of illicit connections could result in a maximum civil penalty of up to \$500 per violation per day. Some examples of these violations are as follows:

- Dumping of oil / anti-freeze.
- Washing machine discharges.
- Placement of yard debris in curb & gutter.
- Chlorinated backwash and draining from swimming pools.
- Disposal of pet waste in a storm drain or ditch.
- Spills of hazardous materials such as fuel, paint or cleaning products.
- Sewage spills.

There are several things you can do to help us improve water quality in the City of Greenville. Suggestions are:

- Do not place trash or yard debris in the gutter, or on a public street.
- Apply minimum amounts of fertilizer and pesticides to lawns.
- Dispose of pet waste properly.
- Service your vehicle regularly and repair any leaks.
- Wash vehicles on the lawn or at a commercial car wash facility.

For more information or to report an illegal discharge of pollutants, please call 329-4467.



**City of Greenville
Recycling Drop Off Site**

Public Works Department
1500 Beatty St

Evans Park
625 W Arlington Blvd

Transfer Station Hours of Operation

(Allen Road Facility)

Monday-Friday: 8 am until 4 pm
Saturday: 8 am until 12 noon
Sunday: Closed

Construction and Demolition (C&D) Debris

Effective August 2008, the City no longer collects construction and demolition (C&D) debris or materials for disposal because of the N.C. Solid Waste Management Act. This includes but is not limited to: lumber, dry wall, metals, masonry (bricks, concrete blocks), carpet, carpet pad, pipe, rocks, dirt, plumbing fixtures, insulation, windows, doors, cabinets, and pallets. However, you can haul your debris to the Allen Road Transfer Station. Pitt County charges \$40 per ton to dispose of mixed C&D Debris. You can reduce your cost by separating material! Pitt County does not charge a fee for materials that can be recycled. These materials include: asphalt shingles without nails, pallets, bricks, concrete without rebar, and lumber that is metal free, untreated and not painted.

Residential E-Cycle

Effective January 1, 2011, the City of Greenville will offer special pick up for electronic equipment for residences within the Greenville City Limit. Items picked up will be recycled at the Pitt County Transfer Station. This includes televisions, microwaves, computers, monitors, printers, copiers, fax machines, calculators, and telephones. Collection will occur on Wednesdays of each week. You must call Public Works at 329-4522 to schedule a pick-up. There is no additional fee for this service.



Frequently Requested Numbers

Animal Control	329-4387
Citizen Action Line	329-CITY (2489)
City Clerk's Office	329-4421
City Manager's Office	329-4432
Code Enforcement	329-4110
Collections	329-4450
Convention/Visitor's Bureau	329-4200
Crime Stoppers	758-7777
Engineering	329-4677
GREAT Bus	329-4532
Greenville Utilities	752-7166
Human Resources	329-4492
Inspections	329-4466
Mayor's Office	329-4419
Public Information Office	329-4131
Public Works	329-4522
Recreation & Parks	329-4567
Recycling Coordinator	329-4048
Sheppard Memorial Library	329-4580

Please visit our website at
www.greenvillenc.gov for more
information!

Other Public Works Services

Drainage Problems

The Street Division is responsible for the maintenance of two hundred sixty-nine (269) miles of municipal streets and associated stormwater drainage systems. The Division is also responsible for maintaining various drainage ditches and streams by keeping them free of debris to permit adequate stormwater flow. If you have questions or concerns regarding drainage on a City maintained street, right-of-way or on private property, please contact us at 329-4522.

Residential Parking Permits

Do you live in a neighborhood with restricted parking? Residential Parking Permits are available through the Engineering Division of Public Works. Please contact us at 329-4467 for more information.

Street Repairs

The Department maintains all public streets within the City limits except for state and private roads. If you have questions or concerns regarding a City street, please contact us at 329-4522.

Street Sign Repairs

The Department maintains traffic signs within the City limits except for those on state and private roads. To report a missing, damaged or vandalized sign, please contact us at 329-4522.

Traffic Signal Concerns

The Department oversees the operation and maintenance of the majority of signalized intersections, traffic signals, intersection flashers and school flashers in the City limits. North Carolina Department of Transportation maintains 30 traffic signals within the City limits. To report a signal malfunction, please contact us at 329-4522 Monday - Friday, 7:30 am to 5:30 pm or 329-4300 after hours.

Tree and Vegetation Concerns

The Department is responsible for managing vegetation on City properties. It maintains the right-of-way trees within the City. This includes maintenance trimming, removal of hazardous trees and planting of all trees on the City right-of-way and public properties. The Building & Grounds Division is also responsible for enforcing the City's Tree Ordinance and sight distance safety on City streets. For questions or concerns regarding tree and vegetation on City right-of-way and/or public property, please contact us at 329-4522.

