

FAIRFAX COUNTY SWMP RESIDENTIAL BULK/BRUSH COLLECTION PROGRAM

Department of Public Works and Environmental Services
Working for You!



A Fairfax County, VA, publication
May 19, 2022

Bulk/Brush Program Prior to Change

- Serviced with crane truck versus rear loader
- 5 bulk/brush pick-ups included in annual service
- Size limit - 12 yards (minivan)
- Over 12 yards is considered a Mega Bulk – minimum \$110 per load
- Additional yards charged \$5/yard; estimate based off supervisor inspection
- 4 - 6 trucks per day = approximately 200 tickets



Statement of Service 2019

Special Collections

Your base service includes five special collections per fiscal year (July 1 - June 30). You must schedule special collections in advance. **Deadline for scheduling next day pickup is 2:30 PM the day before your collection day.** Special collection piles are limited to:

- 12 cubic yards of material (a pile about 5 feet x 6 feet x 10 feet)
- Piles of heavy/dense materials are limited to 6 cubic yards.
- Any one item cannot be more than 6 feet long and 6 inches in diameter.
- **Do not put debris under power wires or tree branches. We need 20 feet of clearance on all sides of debris pile as well as above the debris pile so that we can safely collect.**

Megabulk: The Megabulk Program is designed to help customers remove cut up trees and large loads of waste from their properties - including construction and demolition waste. The minimum charge for a Megabulk collection is \$110, but prices will vary depending on the volume of material. **Material must not be placed under power lines or tree limbs; we require 20 feet of clearance on all sides and above the pile.** Waste may not be left at the curb for more than 10 days. You are responsible for removing the material within 10 days, either with the Megabulk Program, another contractor or by self-hauling the waste. Failure to do so may result in Fairfax County removing the materials at your risk and expense. **The minimum cost for county removal of abandoned materials is \$250 plus actual labor, equipment and disposal costs.**

Get in Touch!

To receive email updates

<https://www.fairfaxcounty.gov/publicworks/recycling-trash/trash-collection-e-updates>

Missed Collections:

Report missed collections the following business day by 4:30 p.m. You may report a missed collection by calling 703-802-3322 or on-line: <https://www.fairfaxcounty.gov/publicworks/recycling-trash/solid-waste-feedback-form>

Severe Weather/Emergency:

Trash and recycling collection may be suspended in severe weather or in emergency situations. For emergency and severe weather status updates, please call 703-802-3322, TTY 711 or go online: <https://www.fairfaxcounty.gov/publicworks/recycling-trash/county-collection-customers>

To schedule a special collection, contact the Customer Service Center at 703-802-3322, TTY 711 or go to:

<https://www.fairfaxcounty.gov/publicworks/recycling-trash/county-collection-customers/special-pick-up>

Glass Recycling Information:

<https://www.fairfaxcounty.gov/publicworks/recycling-trash/glass>



Crane Truck



Bulk Pile < 12 yards



Brush Pile < 12 yards



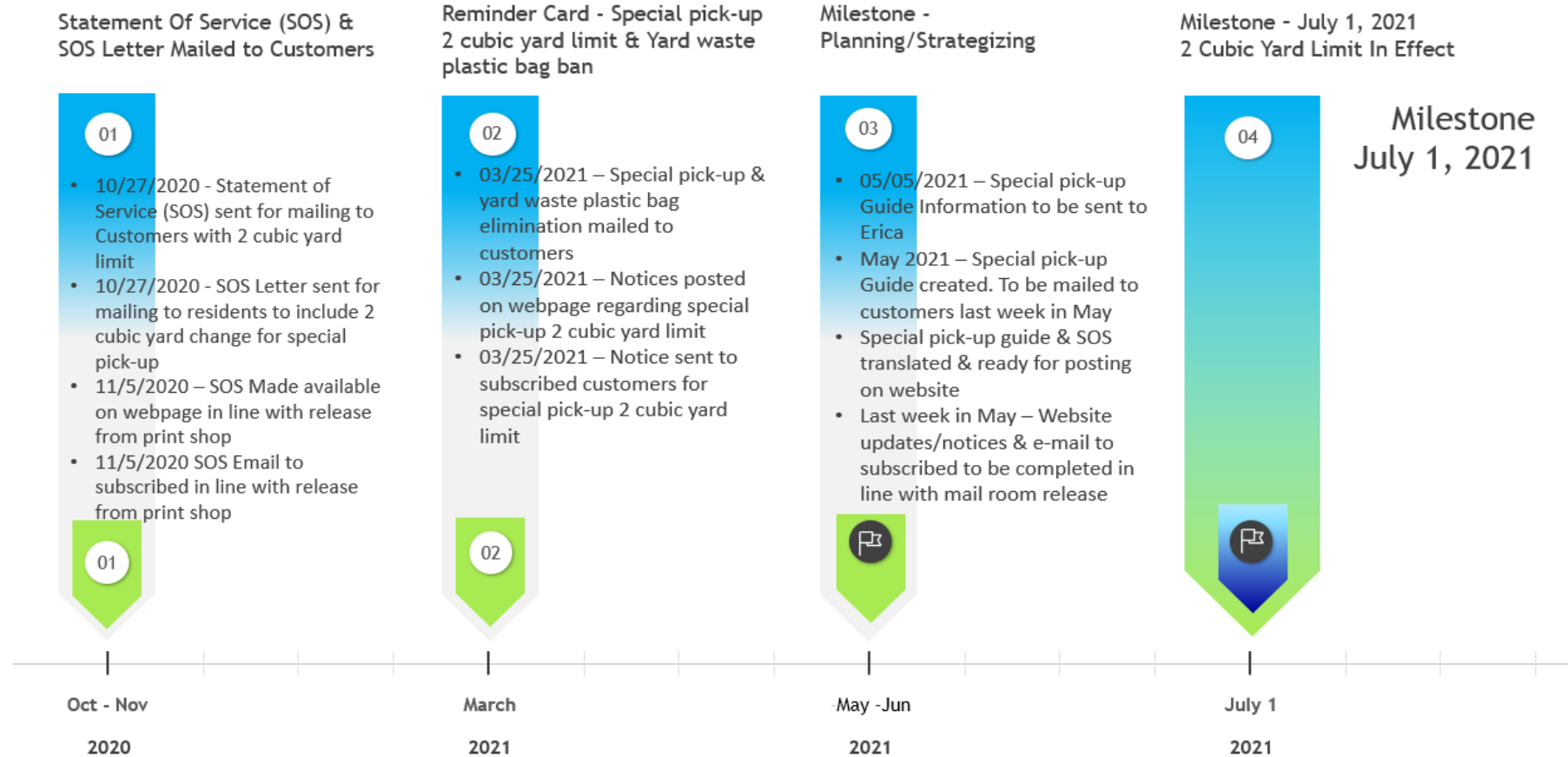
Why the Change?

- COVID ramps up March 2020
- Reduction of touch points for collection staff
 - All trash must fit into cart – no individual bags outside of cart
- Change in household waste volumes
- Accommodations for staffing shortages
- Financial stress on the collection fund
- To limit one cart per household (base service)
- Opportunity for change
 - Charge extra cart
 - Reduction in community clean-up
 - Consistency with market



Planning - Coordination with Public Information Officer

Special Pick-up Communication Timeline



Outreach - Letter to Customers



County of Fairfax, Virginia

To protect and enrich the quality of life for the people, neighborhoods and diverse communities of Fairfax County

September 30, 2020

Subject: Updated Terms of Service

Dear Sanitary District Resident:

As the Solid Waste Management Program (SWMP) continues to adapt to the evolving circumstances of the COVID-19 pandemic, our team of dedicated professionals remains committed to providing you with the best waste management services possible. Despite the many challenges related to worker and community safety, our collection crews have remained on the front lines, working to keep your neighborhoods clean. SWMP is committed to keeping its workers and our customers as safe as possible while we execute our vital public health mission. We ask for your patience and cooperation as we work to overcome the challenges facing our community, and together we can make Fairfax County a greener, safer, and better place to live.

Each year, SWMP provides our customers with a Statement of Service, as required of all waste collectors by County Code. This year's Statement is enclosed, and has a fresh new look intended to make this resource easier to use, and to highlight changes to our terms of service that reflect the "new normal" of COVID-19 and the changing economic and service challenges of modern waste collection in an urban setting.

One of the most significant changes is the way in which we will pick up extra trash. Specifically, **SWMP will only collect materials that have been set out curbside in a County-issued cart (i.e., no loose materials in piles or stacked next to the cart).** We are also adjusting our business process so that billing better reflects the scope of services being given. Effective immediately, the base level of service for our residential customers will consist of weekly collection of one 96-gallon trash cart, one 96-gallon recycling cart, and up to ten bags of yard waste. Yard waste should be placed in paper bags or reusable containers.

Customers who produce more trash than one cart can hold have several options, as follows:

- **Recycle More** – we find that many customers are throwing away items that could be reused or recycled instead (e.g., clothing, toys, recyclable containers, and paper items).
- **Throw Away Less** – a growing movement among County residents is to make purchasing choices that create less trash in the first place (e.g., avoiding single-serving packaging, buying in bulk).
- **Self-Haul** - excess trash and recyclables can be delivered to either of the County's recycling and disposal centers at the I-95 Landfill in Lorton or the I-66 Transfer Station in Fairfax; and
- **Purchase Extra Service**- customers can arrange for additional carts and service – the annual cost is \$120 per cart. Our Customer Service team can assist you in changing your level of service.

Also, customers who need to get rid of something bulky that cannot fit into a cart (e.g., old furniture, large household appliances) will receive up to five "special pick-ups" of these items each fiscal year.

Department of Public Works and Environmental Services
Solid Waste Management Program
12000 Government Center Parkway, Suite 458
Fairfax, Virginia 22035
Phone: 703-324-5230, TTY 711, Fax: 703-324-3950
www.fairfaxcounty.gov/dpwes



September 30, 2020
Updated Terms of Service
Page Two

Effective March 1, 2021, each special pick-up is limited to a maximum of two cubic yards of waste (this is about the size of four trash carts) and you will still need to schedule that special pick up on the county website or via our Customer Service team as you do currently. Customers who set out more than two cubic yards of bulky waste can request an estimate of the cost for collection and disposal, with the choice of having Fairfax County crews pick it up, or hiring another firm to remove the items. As with regular refuse and recycling, self-haul is also an option.

We look forward to working with you and your neighbors to keep Fairfax County clean. If you have additional questions, please contact customer service at 703-802-5533

Sincerely,

Conrad Mehan
Collections Manager

Hans Christensen
Director of Operations

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Outreach - Service Update to Customers

Service Update Yard Waste & Special Pick-Ups



Effective April 19, 2021

YARD WASTE in plastic bags will not be collected. The best option? Use a reusable container OR paper yard waste bags.

For more information on yard waste collection, backyard composting, and more, go to:

<https://www.fairfaxcounty.gov/publicworks/curbside-yard-waste>

Effective July 1, 2021

FREE SPECIAL PICK-UPS will be limited to 2 cubic yards of brush, bulky waste, appliances, and metal.

There will be a charge to remove piles greater than 2 cubic yards.

For more information, go to:

<https://www.fairfaxcounty.gov/publicworks/special-pick-up>



Department of Public Works
And Environmental Services

Contact customer service at: 703-802-3322
Email to: DPWESSWMPTrashCS@fairfaxcounty.gov



Outreach - Flyer to All Customers on Volume Change

ACCEPTED MATERIALS

Freon

- Refrigerators/Freezers
- Dehumidifiers
- Air conditioners

Brush (max of 6ft L/6" diameter)

- Shrubs
- Tree limbs
- Branches

Bulk (not made of metal or glass)

- Furniture: sofas, chairs, tables, dressers
- Lumber
- Doors
- Mattress & box spring
- Roll of carpet 6ft or less
- Wood pallets

Electronic Waste

- Computers & peripherals (e.g. printers, monitors, hard drives, keyboards)
- Phones
- Cameras
- Televisions
- Portable gaming devices
- Audio/Video equipment

Metal

- Stove
- Washers/Dryers
- Metal shelves
- Bedframes
- Lawn mower (no gas/liquids)
- Metal fencing
- Grills (no propane tanks)
- Exercise equipment
- Water heater

Any item not on the list of *Acceptable Materials* will not be collected.



Department of Public Works and Environmental Services
Solid Waste Management Program
12000 Government Center Pkwy, Ste 458
Fairfax, VA 22035



Fairfax County
Solid Waste
Management Program

SPECIAL PICK-UP SERVICE CHANGES



Effective July 1, 2021
special pickups will be
limited to *two cubic yards*,
or
**6 feet long x
3 feet deep x
3 feet high**

Contact Information

Missed Collections

Report missed collections the following business day by 4:30 p.m. at www.fairfaxcounty.gov/publicworks/recycling-trash/solid-waste-feedback-form or call 703-802-3322.

Severe Weather/Emergency

Special pick-ups may be suspended in severe weather or emergency situations.

Holiday Schedule

Special collection services are provided on all holidays *except Christmas Day*. The Customer Service Center is closed in observance of all county holidays.



Stay Informed

Sign up for the latest information via email www.fairfaxcounty.gov/publicworks/recycling-trash/trash-collection-e-updates

The Fairfax Recycles Newsletter is designed for anyone who wants to reduce waste and live more sustainably. You can sign up at www.fairfaxcounty.gov/publicworks/recycling-trash/subscribe-fairfax-recycler

Sustainable Options



Donation

Could someone else use functional items you no longer want? Several service organizations will pick up donated goods that can be used by others.

Re-use or Repair

Before you discard, check to see if a repair is in order. Maybe it needs a good cleaning or a coat of paint.

Haul-Away Service

Many appliance dealers include haul-away service with the delivery of a new item.

Tree Mulching

When choosing a tree service, make sure you select one that will chip the wood into mulch on site, or will haul away the brush.



A Fairfax County, VA Publication
June 2021



To request this information in an alternate format, call 703-324-5230, TTY 711

How to Schedule a Special Pick-Up

Schedule a special pickup online or by phone. Piles should be separated by type (brush or metal, not mixed).

For Additional Information

- Visit www.fairfaxcounty.gov/publicworks/recycling-trash/county-collection-customers/special-pick-up
- To speak with customer service call 703-802-3322, TTY 711 or
- Email DPWESSWMPTrashCS@fairfaxcounty.gov



Keep in Mind

- For safety reasons, there must be a 20 ft. clearance on all sides of special collection materials.
- Do not place items under utility wires or tree branches.
- Items must be less than 6 feet long.
- Set out items by 6 a.m. on the collection day.
- If materials are placed at a location other than the curb of your address (around the corner or across the street), include instructions in the comments field.
- The county is not responsible for items placed near the special pick-up pile.



Bulk/Brush Program After Change

- Serviced with combination of crane truck and rear loader
- Continue to provide 5 free bulk/brush pick-ups per year
- Size limit - two yards (REL hopper = 3 yards)
- Discontinue “Mega Bulk” service
 - Charge for amounts over 2 yards
- Additional yards charged \$15/yard; estimate provided by customer
- 3 - 4 trucks per day = approximately 125 tickets



Screen Shot of Website on Volume Change

- STEP 1: Enter Address

Trash & Recycling Service Requests

Submit a Special Pickup or Service Request

[View County Collection Customer Notices](#)

This scheduling system is for COUNTY collection customers who receive trash and recycling collection from Fairfax County.

Please provide the following information:

Street Number *

Street Number Suffix (A, B, etc.)

Street Name *

Street Type *

Daytime Phone * - -

[Enter Service Request Portal](#)

[View Scheduled/Completed Requests](#)

[Clear](#)

Trash/Recycling Cart Repair/Replacement Request

Report a damaged or missing carts, please go to: [Trash/Recycling Cart Service Request](#)

Submit a Comment/Complaint

To report a problem related to your collection service, please call 703-802-3322, TTY 711, or email DPWESTrashCS@fairfaxcounty.gov.



Screen Shot of Website on Volume Change

- STEP 2: Select Service to be Performed

Address : 12000 GOVERNMENT CENTER PKWY FAIRFAX VA 22035



Edit

Service to be performed *

--Select--

Comments

Example: Items placed on south end of property (250 characters MAX)

Submit

Clear



Screen Shot of Website on Volume Change

- STEP 3: Select Type of Pickup (Brush or Bulk Pickups must have dimensions entered)

Address: 12000 GOVERNMENT CENTER PKWY FAIRFAX VA 22035

Edit

Service to be performed *

Type of Pickup:

- Freon - An appliance containing refrigerant/coolant (i.e., refrigerator/freezer, dehumidifier, air conditioner).
- Brush/Limbs - Brush means shrubs, tree limbs, under 6 inches in diameter/6 feet in length with no pieces weighing more than 50 pounds. (No lumber!).

Please measure your item(s) and input the dimensions below in feet.
(Note: There is a charge of \$15 per cubic yard in excess of two yards.)

<input type="text" value="6"/>	X	<input type="text" value="3"/>	X	<input type="text" value="3"/>	=	<input type="text" value="\$0.00"/>
Length (in feet)		Width (in feet)		Height (in feet)		Cost to pickup

- Bulk Material - Bulk means household items generally not completely made of metal or glass (couches, chairs, or lumber) no longer than 6 feet in length (no freon/propane cylinders, no construction debris, no bagged material).
- Electronic Waste - Computers and peripherals (e.g. printers, monitors, hard drives, keyboards), phones, cameras, televisions, portable gaming devices, video equipment, audio equipment. Fairfax County is not responsible for the security of data stored on electronic devices placed at the curb. For additional information, visit our [Electronic Waste](#) page.
- Metal Appliances and other metal items (stove, washer/dryer, metal shelves, etc.).

Comments

Instructions:

- Set your items out no later than 6 a.m. on your scheduled collection day.
- Maximum 2 cubic yards of material (a pile about 6 feet long x 3 feet deep x 3 feet high). There will be a charge for piles greater than 2 cubic yards.
- Accepted Materials: For a list of accepted materials, please visit [\[Special Pickup | Public Works and Environmental Services \(https://fairfaxcounty.gov\)\]](#). Any item/material not on the list of Acceptable Materials will not be collected.
- 20 ft. of clearance is needed on all sides of the special collection material as well as above so that it can be collected safely. Do not place special collection material under utility wires or tree branches.
- Different trucks collect different types of materials. Piles should be separated by type (example: just brush or just metal, not mixed).
- If materials are placed at another location other than the curb of your address, such as around the corner or across the street, you must enter the information in the comments field. The County is not responsible for items not intended for collection placed near to the special pickup.
- For additional information, visit [\[Special Pickup | Public Works and Environmental Services \(https://fairfaxcounty.gov\)\]](#), call 703-802-3322, TTY 711 or email DPWESTrashCS@fairfaxcounty.gov.



Screen Shot of Website on Volume Change

- Step 4: Confirmation Page



Address : 12000 GOVERNMENT CENTER PKWY FAIRFAX VA 22035

Submit a New Request

Your request was successfully submitted.

Your Service Requests

Confirmation Number:	SPW03004654	<p>Email</p> <p>Print</p> <p>Cancel</p>
Order Date:	5/12/2022 11:47 AM	
Service Requested:	Special Pickup - Brush/Limbs	
Due Date:	5/16/2022	
Details:	6ft x 3ft x 3ft (\$0.00 Paid)	
Status:	New	
Comments:		



Brush Pile < 2 yards



Bulk Pile < 2 yards



Zero Waste Initiatives



REACH OUT



REDUCE



REUSE



RECYCLE

Fairfax County's aspirational goal for its government and schools is two-fold. By 2030, we will:



Divert 90% of waste from disposal.



Reduce the overall waste generated by 25% from 2018 levels.

% as based on tonnage/weight



QUESTIONS AND COMMENTS ?



For additional information, please contact

Hans Christensen

Division Director, Solid Waste Operations DPWES

703-324-5445 office

703-473-9134 mobile

Hans.Christensen@fairfaxcounty.gov

www.fairfaxcounty.gov/publicworks

