

FREQUENTLY ASKED QUESTIONS

“Too Good To Throw Away” Recycling Program



1. What is “Too Good To Throw Away”?

“Too Good To Throw Away” is the well-named recycling program for Dallas residents. Over 50% of what we toss into the garbage is, literally, too good to throw away. Each of the recyclable materials (listed in the next question) can either be sold to a processor **or** be used directly by the city, in place of a more costly alternative.

Plastics, for example, sell for approximately \$165 per ton. On the other, used glass has very little market value, but the City can crush it and use it instead of buying expensive gravel.

The City of Dallas will collect your recyclables every other week, based on the [calendar schedule](#) on our website.

2. What types of materials will be collected for recycling?

Just about everything! Think of these four terms: PAPER PLASTIC METAL GLASS

All of the following items may be placed (without sorting) in your blue cart or blue bag(s):

Glass: unbroken bottles and jars of any color (please rinse!)

Plastics: bottles, jars, containers labeled #1, 2,3,4,5 and 7 (please rinse!)

You’ll find the plastics number in a triangle on the base of the container. If in doubt, put it in the cart - we’ll sort it out, if need be.

Metals: steel, tin, and aluminum (please rinse!) Used aerosol (non-hazardous) cans are ok too.

Paper products: newspapers and inserts, magazines, catalogs, telephone books, mixed office paper, mail and junk mail.

Cardboard: cardboard boxes, chipboard (like cereal and tissue boxes).

Flatten all boxes to get more use of your cart.

3. What can’t I recycle?

Please don’t put the following items in your blue cart or blue bags:

- Food waste
- Containers stained with food, unless well-rinsed
- Wet paper products
- Yard waste (grass trimmings, branches, leaves) please leave these it items for the once-monthly Bulk Waste collection, , [Calendar Schedule](#).
- Styrofoam
- Waxed paper or cardboard
- Plate glass (windows or doors)
- Electronics

4. Will I need to separate the recyclable items?

No. All of your recyclables may go together into your cart or bags. You may even put blue bags or paper sacks filled with recyclables into your blue cart, if you wish.

5. How do I get a Big Blue Recycling Roll Cart?

You may register by calling the City’s non-emergency number, 3-1-1, or by signing up at the City’s [website](#). The City of Dallas will deliver your cart within 2 weeks of request.

6. Will I be able to get a cart after the program starts in January 2007?

Certainly. You can request a cart at anytime by calling the City’s non-emergency number, 3-1-1 or signing up at the City’s [website](#).

7. What's my day of collection?

Your recycling day-of-the-week should stay the same, though we'll collect it ***every other week***. See Sanitation Services [Recycling Collection Calendar](#) for a schedule of your collection dates, or call 3-1-1 and we'll mail you the schedule. Additional information relating to your day of service will be included with the delivery of your roll cart. For more information, please call 3-1-1 or (214) 670-4475.

8. Where do I put the cart for collection?

Place your recyclables (in cart or bags) at the same location as your garbage collection point, usually at the curb or alley side.

9. Who will be collecting the recyclables?

The City's Sanitation Services will be collecting all recyclables.

10. What do I do if my cart is overflowing and I still have more recyclables?

You may put additional recyclables into blue or clear bags and place them next to the blue recycling cart. Blue bags are available (at no charge) at all City libraries and recreation centers, or call 3-1-1 if you are unable to locate them

11. What if my recycling day falls on a holiday? Will there be a make-up day? How will I be notified of make-up day?

Yes. If your recycling day falls on a holiday, your makeup date is shown in **RED** on the [recycling calendar](#) or call 3-1-1 to obtain your recycling make-up date. Additionally, the City Sanitation Services Department will send out a recycling collection calendar to residential customers with their water bill three times a year. This calendar identifies not only regular collection days but holiday make-up dates too.

12. Where do I call for roll cart replacement/repair?

You may call 3-1-1 or (214) 670-4475 to request a replacement cart or to report repairs needed.

13. I live in one of the Recycling Pilot Demonstration Areas. Will there be a change in my service?

No, you'll continue to receive weekly collection of your recyclables and garbage on Wednesday.

14. I live in a neighborhood without cart service. All garbage collection is with bags. Will I get a recycling cart?

No, our recycling trucks are unable to manage roll carts in your neighborhood. Please continue to recycle in blue bags on a ***weekly*** basis. There will be no change in your recycling service.

15. I live in an apartment/condo. When will I get a recycling roll cart?

Residents of multifamily units may continue to drop off their recyclables at one of our 32 [drop-off sites](#) or call 3-1-1 for more information. We'll increase the drop-off sites to 70 this year, to make it easier for you. Please let us know if your facility wants to have recycling on their property by contacting us at 214-670-4364.

16. Whom do I contact should I have a problem or question?

For any questions or concerns, you may contact the City of Dallas "Recycle Line" 214.670.4475