

## *Dumpster FAQ's*

**Extra pickups** can be scheduled 24 hours in advance. Generally, extra pickups are reserved for businesses who generate an abnormal amount of trash ***every once in a while***. Extra pickups are also assessed when a dumpster has been emptied (on the normal service day) and a customer asks for the dumpster to be refilled and emptied again. ***Route drivers have been told not to allow this practice to continue.*** If you know you will need an extra pickup, you must make request through the City of Foley Revenue Department. See rate sheet for extra pickup charges.

**Increase your service level** to accommodate the influx of business. We invoice in arrears, meaning each invoice you receive is for the month prior. When a change in service occurs, we prorate your invoice to reflect the change in service. You have the option to increase at any time and decrease your service level when the businesses slows. Options for increasing service include adding service days per week, adding an additional dumpster and scheduling extra pickups in advance.

In closing, following are reminders of things that can be done to ensure you are getting the most out of your service:

1. **Break down your boxes.** Also, make sure boxes do not get wedged in your dumpster. Often times, boxes (or other items) can get wedged in a dumpster and block the trash from being emptied completely out of the dumpster.
2. **Do not block the dumpster.** If a dumpster is blocked the driver must move on to the next stop in the route. We have over 598 dumpsters in Foley and they average emptying 160 per day. They do attempt to return but this can be difficult if the location is in a busy traffic area.
3. **Make sure dumpsters are accessible to drivers.** If your dumpster is located behind a gate or locked fence, please make sure the driver has access to the dumpster.
4. **Know your service days.** It is important you know the day(s) you are serviced to ensure your dumpster is emptied as it should be. If you unsure of your service day(s) – give us a call and we can find out for you.
5. **CALL US IMMEDIATELY** if your dumpster is not serviced. Generally, most dumpsters are serviced between the hours of 12am – 11am. If we know by 11am, we can send the driver to empty the can on the same day. We have to know in order to help you.
6. **Only bagged-household trash, rubbish and food waste should go in the dumpster.** Some items not allowed in the dumpster are construction debris (wood, pipes, and metal), heavy electronics, furniture, fluorescent light bulbs, hazardous materials and paint. The driver will not empty a dumpster if there is anything in the dumpster not allowed. Heavy items placed in the dumpster could, not only cause damage to the truck's compacting mechanism, but is also dangerous for the driver emptying the dumpster. **Please be mindful about the items placed in the dumpster.**

**Feel free to contact our office if you should have any questions or concerns.**

Detach the bottom portion and keep it for future reference.

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### **Dumpster Contact Information**

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**(251)943-1545**

**After 5pm and on weekends – please email [jLsmith@cityoffoley.org](mailto:jLsmith@cityoffoley.org)**