

City of Madison Streets & Urban Forestry Division

ONBOARDING VIDEO #4

Frequently Asked Questions – Streets Services

March 2023



- Weekly trash collection
- Every-other-week recycling collection
- By appointment large item collection
- Brush pickup
- Leaf pickup
- Drop-off sites operation
- Street sweeping
- Graffiti removal
- Median mowing



Who receives the trash & recycling collection from the Streets Division?



Per a 2010 resolution, the Streets Division can collect trash & recycling from residents of multi-family buildings of 8 units and fewer.

If a business can utilize our carts correctly and will pay the Resource Recovery Special Charge, we can collect from them as well.

I live on a private street, and I pay property taxes. I do not believe it is fair that I cannot receive public solid waste collection on my private road.



*The above snip is of a condo complex off Old Sauk Rd.
One of several similar developments in Madison.*

- Existing resolution that forbids Streets from collection solid waste from private roads.
- Adding these neighborhoods comes with additional costs that cannot be offset by special charges
- If carts are taken to a public street, services can be available to residents.

My home is on a carriage lane. The City will not collect the trash & recycling from that area. I pay property taxes. I don't believe that's fair.

- Purchase agreements & developer agreements outline carriage lane collections are done by private hauler
- Adding them comes with budget implications.
- Services are available, just need to have carts at public street.



Above snip from development on far east side of Madison. One of several similar developments in Madison.

Why don't we have weekly recycling?

- Need to double recycling fleet
- Recycling weight will not double
- Other solutions available for homes that make an abundance of recyclables.



Why doesn't Madison have food scraps recycling like other cities?

Been over a decade of trying...and we're getting closer.

Details:
cityofmadison.com/FoodScraps



I liked the old way of doing large items. There's too much junk around in the neighborhood that is sitting out for weeks!



- Residents can contact Building Inspection to report items out for too long.
 - BI can issue orders for property owners to make work orders, and fines if they orders are not followed.
- Residents can also make work orders for their neighbors if they prefer.

Make the work orders for collection at
www.cityofmadison.com/LargeItemWorkOrder

When is brush collection?

Get the exact dates when to put out brush at
www.cityofmadison.com/BrushCollection





*When are you picking up my leaves
and other yard waste?*

Residents can learn the exact dates
when to put their yard waste out at
www.cityofmadison.com/YardWaste

Leaf crews left a mess in the street!



- Street sweeping is the final step in leaf pickup.



The circled pile was dumped by a City of Madison packer truck used on leaf collection today.

- Capacity
- Efficiency
- Limitations on vacuum equipment
- Cost for a new single-use fleet

Why doesn't the Streets Division use leaf collection vacuums?



This is a maximum load of leaves that can be held by a vacuum leaf collection truck used by the City of Monona.

Why is the sweeper running at night!

Common spring time complaint.

After winter, sweepers run 16 hours a day to collect all the sand, salt, and grit that accumulates in the winter.

Crews work at night because there's less traffic making it safer for these slow moving vehicles.



Who cleans graffiti?

The Streets Division cleans graffiti from many public areas as often as we can – including under bridges.

AT&T cleans the graffiti from their own utility boxes.

Madison Metro handles graffiti on their shelters.

The USPS handles graffiti on their mailboxes.

If the front of a traffic sign is tagged, that is referred to Traffic Engineering.

Private property with graffiti is up to the property owner to clean.



Drop-off site hours are not convenient for my schedule. Why aren't they open more?

- Common concern in the winter when hours are reduced.
- Staffing necessary to monitor activity – especially with electronics recycling.
- Expanded hours in summer possible with seasonal attendants





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