

Department of Transportation & Environmental Services (T&ES)

Solid Waste Division – 703.746.4410

alexandriava.gov/LeafCollection

CRM Portal: <http://request.alexandriava.gov/Portal/?problemsId=938#srIRequestTypeTab3>

Leaf Season Information

- When and how are leaves picked up?
 - Leaves are picked up curb side Monday-Friday. Inclement weather and amount of leaves on the ground heavily affect collection.

- Where are the crews, why aren't they picking up my leaves?
 - If crews are behind schedule, the crews will get to you; please call the leaf hotline for further information on leaf collection delays.

- Where do I rake or take my leaves?
 - Leaves should be raked to the curb, avoiding gutters and sewers.

- When will my leaf bags be collected?
 - Our bagged leaves will be picked up the day following normal trash collection. (For instance, if trash is collected Monday, leaf bags will be collected Tuesday)

- Why were my leaves not collected, if they were put in a plastic bag on the curb?
 - Leaves in plastic bags will be collected with normal trash pickup. We prefer you put your leaves in biodegradable paper bags so we can recycle them into leaf mulch in the spring.

- I am having an event and I need my leaves picked up before it takes place?
 - Unfortunately we cannot schedule special leaf pick ups. If you have leaves you would like collected before our next leaf collection pass through your neighborhood, please put them in the provided leaf bags for collection after your normal collection day.

- What day will my leaves be picked up?
 - We cannot give you an exact date for leaf collection, due to rate of leaves falling throughout the city, however, please know that we will try our very best to get to you within the scheduled pickup dates, which have been designated for your zone.

- I want my leaves picked up today, why can't I schedule a pickup?
 - Unfortunately the City does not offer special pickup services, we will collect your leaves during the scheduled pickup for leaf collection area.

- I saw crews in my neighborhood, but they did not get my leaves or, they went to the other side of the street and did not do my side?

- There is no set route for leaf collection. Crews often complete the whole left side of the street and then return for the right side. There is also a chance that crews needed to dump their truck, and circle back to finish their route.
- It's snowing and raining, will crews collect during inclement weather?
 - Weather heavily affects collection, if the weather is bad crews cannot collect, all collection will be delayed a day, please call the leaf hotline for further information
- I raked my leaves out to the curb too late, will they come back to get them?
 - If crews have not yet reached your neighborhood, you may still rake them out to the curb. If crews have in fact already been through your neighborhood, then you may want to wait until another pass is made or bag leaves in paper bags, which will be collected the day following your normal trash collection.
- What happens to my leaves once they are picked up?
 - Leaves are ground turned into Mulch for our spring mulch collection.
- You missed my leaves on the last pass through my neighborhood?
 - When did you rake your leaves to the curb?
 - I apologize for the inconvenience; I will notify crews and have them get back to your area as soon as possible; however they are currently picking up leaves in other collection areas at this time.
 - If not raked out by proper date: I am sorry however due to the late rake out, we will be unable to come back to your neighborhood until the next pass, if you would like to dispose of your leaves before that please make use of the paper bags, they are also available for pickup in recreation centers, and city facilities throughout the city.
- Where can I get information about the City's leaf collection program?
 - The City provides a leaf collection brochure, which is mailed at the start of each Solid Waste customer, who receives leaf collection services.
 - Additionally, you can find your leaf collection zone, get your collection date, and up to date schedule information as we are passing through collection zones by visiting: alexandriava.gov/LeafCollection.
 - We also encourage our residents to become T&ES' friend on Facebook by connecting at: www.facebook.com/TESAlexandriaVA for immediate information updates.
 - Report a collection issue online directly by visiting: <http://request.alexandriava.gov/Portal/?problemsId=938#srlRequestTypeTab3>
 - The City's Leaf Collection hotline is 703.746.5323, and the Solid Waste division can be reached at 703.746.4410.