

Storm- Related Debris Removal FAQs

Revised October 19, 2022

HURRICANE IAN DEBRIS

1. When will storm-related debris collection occur?

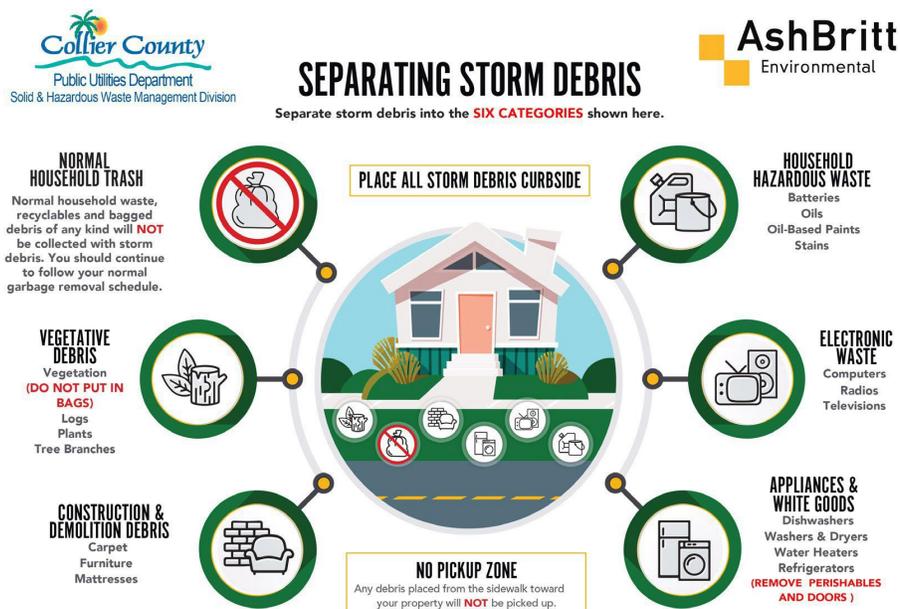
Hurricane debris collection began on Monday, Oct. 3. Please be patient for collection of these piles and monitor <https://www.colliercountyfl.gov/garbageandhurricanedebris> for updates. It will take some time to collect hurricane debris and all areas will have more than one pick up, as needed. There will be a deadline posted for debris to be placed on the street for pick up.

2. How do I place my storm debris out?

Storm debris should be set:

- In the right-of-way
- At least three feet apart
- Avoid blocking the roadway, culverts, storm drains, utility poles and boxes, mailboxes, fire hydrants, backflow preventers, and meters
- Do not place debris near or on trees or other objects to allow the debris collector to safely collect the pile.
- Do not mix with regular household garbage
- In separate piles of:
 - yard waste
 - construction and demolition (furniture, carpet)
 - appliances
 - electronics
 - household hazardous waste

See the diagram shown on colliercountyfl.gov/garbageandhurricanedebris.



3. Is there a limit in quantity or size to what I can place at the curb?

Bundle pile the yard debris loosely (do not place in paper or plastic bags) in front of your home. Stack piles to a safe length and size.

4. Will I receive more than one collection or How many times will the trucks pick up on my street?

All areas of the County will be monitored to ensure all Hurricane related debris is collected, regardless of number of pick-ups. There will eventually be a deadline posted for debris to be placed on the street for pickup. Please be patient and monitor colliercountyfl.gov/garbageandhurricanedebbris for updates.

5. The debris hauler damaged my property.

Please contact 239-252-2380 to report damage caused by the County's debris removal contractor.

6. What if I want to drop-off my residential hurricane yard debris?

Collier County residents now have the option to take their hurricane yard debris, free of charge. These locations are open only to Collier County residents with proper identification. Debris will not be accepted from businesses or contractors.

Locations

Monday to Saturday 8:30 a.m. to 4:30 p.m.

- Marco Island Recycling Drop-Off Center, 990 Chalmer Drive, Marco Island
- Naples Airport Recycling Drop-Off Center, 2640 Corporate Flight Rd, Naples
- Tim Nance Collier County Recycling Center, 825 39th Avenue NE, Naples (near the Fairgrounds)
- Immokalee Transfer Station at 700 Stockade Road, Immokalee



North Collier Recycling Center is open, however, is not a vegetative drop-off site
9950 Goodlette-Frank Rd N. Naples, FL 34109

7. What is the difference between storm-related debris and household garbage?

Storm-related debris includes any that poses a threat to the life, safety, and health of the public, including vegetative waste that were blown down by the storm. It also includes any plumbing, wood, fencing, flooring, furniture, carpet, or wallboard that had to be removed from the home due to flooding or other damage. Storm-related yard waste must be kept separate from other items placed out for collection.

Household garbage and any solid waste from Collier County, must be hauled by one of the County's Franchisee's, Waste Management (Naples area) or Waste Pro (Immokalee and Ave Maria). Please call 239 – 252 – 2380.

8. What is considered non-eligible yard waste?

Non-storm-related yard debris collected from land clearing or lawn maintenance is considered non-eligible. Lawn maintenance debris must be prepared as per regular guidelines and set out for regularly scheduled pick up or taken to a yard waste processing facility for proper disposal. Disposal fees will apply. The County will not reimburse for any disposal fees.

Any lawn service or landscape contractors that is land clearing or providing lawn maintenance on private property will not be allowed to dispose of the non-storm-related yard debris on the public right-of-way.

Storm-related debris must be set curbside in accordance with guidelines.

9. Will storm-related bulky items be picked up?

Yes. Bulky items (appliances, electronics, furniture) will be picked up by the county's debris removal contractor. Hurricane-related bulky items should be placed curbside. Bulky items must be separated from yard debris.

10. Will non-storm-related bulky items be picked up?

Non-storm-related bulky items will be picked up by your normal collection hauler on your regularly scheduled collection day beginning October 17, 2022. Keep bulk items separated per guidelines.

11. Can I hire a contractor to remove my debris?

Yes. Please note, you may want to check with your insurance company. The County will not refund for debris removal or disposal costs.

12. I have a contractor removing storm-related damage, can they take it to the landfill, or should they leave it at the curb?

Yes, Contractors must pay the disposal fee when dropping off debris at the County's landfill. Contractors are not permitted to utilize the County's temporary debris management sites. Please call 239-252-7575 for with any questions.

Note that Collier County has Franchisee areas and haulers are not permitted to haul municipal solid waste (MSW) without a "Self-Hauler Permit" issued by the County. MSW must be hauled by one of the County's Franchisee's, Waste Management (Naples area) or Waste Pro (Immokalee and Ave Maria). Please call 239-252- 2380.

13. Debris collection contractors missed my pile?

If material was not sorted correctly, will result in non-collection. All areas will have more than one pick-up if needed. There will eventually be a deadline posted for debris to be placed on the street for pickup. Please be patient and monitor colliercountyfl.gov/garbageandhurricanedebbris for updates. Call 239-252- 2380 to report missed piles.

14. What type of vehicle will collect storm debris in cul-de-sac communities?

The debris collection contractor has access to many types of debris collection trucks and equipment to accommodate the collection on small and narrow streets throughout the county.

15. Who will collect my storm debris?

The county will use a private contractor to collect storm debris that is placed in the public rights-of-way. Private or gated communities, apartments, condominiums, and mobile home parks may elect to make arrangements for collecting storm debris and are responsible for requesting any reimbursements directly from their insurance company. See ROE information below.

PRIVATE or GATED PROPERTY DEBRIS REMOVAL

16. What is required from private or gated communities to commence storm debris collection through the county?

Private or gated communities may elect to have debris removed by a contractor and should check with their insurance company.

For the county's contractor to remove debris from private or gated communities the following must occur:

1. Legal Authority and Indemnification

Private or gated communities must submit a Right-of-Entry (ROE) form to Collier County. The ROE requires the property manager or president's signature of authority for the community. This ROE indemnifies the County for debris removal and the undersigned must provide the private or gated community's insurance. The form can be requested by emailing hurricaneppdr@colliercountyfl.gov. To see if your community has signed a ROE, please go to colliercountyfl.gov/garbageandhurricanedebris.

2. Public Interest

The disaster-generated debris has been deemed to constitute an immediate threat to life, public health, or safety, or to the economic recovery of the community at large.

17. Can private or gated communities that paid to have storm-related debris removed from the community get reimbursement from FEMA?

No. The County will not reimburse for debris collected. These entities are responsible for contacting their insurance or other state or federal programs that may be available for reimbursement. It is recommended to check with your insurance company.

18. How soon will the work be done for private or gated communities?

Eligible private property debris removal or structural demolition is a long process with multiple approvals. Approval and scheduling of structural demolition on properties will take even longer and undergo additional reviews and approvals.

19. Where can we obtain the Right-of-Entry (ROE) form?

The ROE can be obtained by calling 239-252-7575, emailing hurricaneppdr@colliercountyfl.gov or by filling out survey on the colliercountyfl.gov/garbageandhurricanedebris website.

20. What is the purpose of the Right-of-Entry (ROE) and Hold Harmless Agreement (HHA)?

The ROE grants right of property access and entry to the County, its agencies, contractors, and subcontractors for inspecting, removing, and clearing eligible storm-generated debris. The HOA releases the County, State, their agencies, contractors, and subcontractors for damage of any type, whatsoever, either to the property or persons situated thereon and releases, discharges, and waives any action, either legal or equitable which might arise out of activities on the property during property inspection, debris removal and/or demolition.

21. Why is an ROE needed?

Gaining legal access to private property is an important aspect of a remediation project from start to finish. Multiple facets of a project may require access to a property even before the actual debris removal or demolition begins.

22. How can commercial properties have debris removed?

FEMA expects commercial enterprises to retain insurance that covers debris removal. The county cannot remove debris generated from commercial properties without FEMA pre-approval.

REGULAR CURBSIDE COLLECTION SERVICES

23. When will my regular household collections resume?

Regular collections of garbage, recycling, and yard waste resumed September 30th. Place your garbage and recycling waste in the carts. No loose bags will be collected. For safety reasons, franchise contracted haulers will not make collection in areas where flooding has occurred, debris blocks the road or where there is low hanging or downed lines.

24. My garbage / recycling / yard waste was not picked up today.

Please contact customer service at 239-252-2380 to report missed pickups.

For safety reasons, franchise contracted haulers will not make collection in areas where debris blocks the road or where there is low hanging or downed lines.

25. What do I do with my extra garbage?

Place your garbage and recycling waste in the carts. No loose bags will be collected.

26. I have extra food waste and cannot wait on my regular collection, can I hire a private disposal company to collect it?

No, all MSW (Food Waste) should be collected by our Franchisee. Private contractors are not allowed to haul MSW. You can call 252-252-2380 for more options.

27. When will our normal bulk collection resume?

Effective October 17th, non-storm generated bulk collection will resume on your regular scheduled day.

28. I lost my garbage container in the storm. How do I get a replacement?

Please call 239-252-2380 to report a lost garbage container and have the container replaced.

MISCELLANEOUS

29. I am a vendor or contractor. How can I help?

Please direct them to contact Patrick Boyle at procurement:

Patrick.Boyle@colliercountyfl.gov 239-252-8941.