



# Residential Curbside Collection Program

## Frequently Asked Questions

December 2025



### **Collection Schedule Changes Effective December 29, 2025**

#### **Will everyone's collection days change effective December 29?**

Yes, all customers will be assigned at least one new collection day.

#### **Why are the days changing?**

Under the new schedule, recycling and yard waste collections will be on the same day, and then garbage and large items will be collected on another day. Implementing this standard approach countywide will help prevent/reduce the wrong items in these loads and boost recycling quality, a win-win for residents and the environment.

In tight areas like cul-de-sacs, limited room makes it tough to set two carts out properly, increasing the risk of cart damage. Splitting up cart collection days gives residents more space at the curb to set out items correctly, creating a safer and more efficient process for collection crews.

#### **How do I find out my new collection days?**

You can access your collection schedule online at [www.ocfl.net/CollectionSchedule](http://www.ocfl.net/CollectionSchedule).

#### **How were residents notified of the schedule change?**

Between October and December 2025, Orange County Utilities and the hauling companies mailed several notices to customer homes with this information.

#### **How often are garbage, recycling, yard waste, and large items collected?**

Garbage, recycling, yard waste, and large items are each collected once a week. Access your collection schedule online at [www.ocfl.net/CollectionSchedule](http://www.ocfl.net/CollectionSchedule). Beginning December 29:

- Recycling and yard waste will be collected the same day.
- Garbage and large items will be collected the same day.

#### **How long can our household expect the transition week pickup to take?**

We appreciate your patience as we transition to new collection contracts, a change that typically happens every 7-10 years. Initially when the new schedule starts, some routes will have a short turnaround (as little as 2 days) while others will have a longer wait (up to 11 days in the most extreme cases).



## **Roll Carts**

### **Will customers be receiving new roll carts as part of the change?**

No, customers should continue using their same roll carts.

### **Can I use my own garbage cans for automated collection?**

No, you must use the county-issued carts for garbage and recyclables. Automated collection requires a standardized, heavy-duty container that will work with the truck mechanisms and leave the streets clean.

### **What should I do if a cart gets damaged?**

Visit [www.ocfl.net/DamagedCart](http://www.ocfl.net/DamagedCart) to request cart repair or replacement.

### **If I move, can I take my carts with me?**

No, the carts must remain at the address where they were delivered.

### **How many bags will the garbage cart hold?**

The standard 95-gallon cart holds approximately eight average-filled, 13-gallon trash bags.

### **Are smaller, 65-gallon carts still available?**

Yes, smaller 65-gallon carts are available upon request. However, residents are encouraged to keep the standard 95-gallon cart whenever possible. The larger cart better accommodates household needs during holidays, family gatherings, and other times of increased waste. Please note that any overflow bags placed beside the cart will not be collected, and a fee may apply if carts are swapped after delivery.



## **Recycling**

### **What kinds of recyclable items can I place in the **BLUE** lid recycling cart?**

Only place these loose, empty, and dry items in the recycling cart:

#### **PLASTIC**

Bottles, jugs, and tubs

#### **METAL CANS**

Tin, aluminum, and steel

#### **GLASS**

Bottles and jars

#### **PAPER**

Newspapers, advertisements, paper bags, junk mail, magazines, catalogs, office/note paper, phone books, cereal/shoe/drink boxes, milk/juice cartons

#### **CARDBOARD**

Flattened corrugated boxes

**Remember, *NO plastic bags, wraps, or film in the recycling cart!***

### **If I'm not sure an item is recyclable, is there a way I can check?**

Yes! Visit [www.ocfl.net/WhatGoesWhere](http://www.ocfl.net/WhatGoesWhere) and use our search tool. When in doubt, leave it out!

### **How clean do my recyclables need to be?**

Recyclables should be empty and dry. A quick rinse or wipe is sufficient for bottles and containers. Paper should be easy to tear. Do not recycle containers that held hazardous materials, such as pool chemicals, paint, or car fluids.



## **Garbage**

### **What types of waste can be placed in the GREEN lid garbage cart?**

Household garbage items, except for those items listed below, may be placed in the garbage cart. It is recommended that you place these items in a bag, tie it securely, and then put it in the cart. This practice will keep your container cleaner, minimize odors, and reduce the chance of windblown litter during collection.

Do not place the following items in the garbage cart:

- Hot ashes or coals
- Medical waste
- Fluorescent bulbs
- Paint
- Rechargeable batteries and devices (cell phones, laptops, earbuds, etc.)
- Recyclable items
- Household hazardous chemicals
- Tires
- Yard waste

Check [www.ocfl.net/WhatGoesWhere](http://www.ocfl.net/WhatGoesWhere) for proper disposal instructions.

### **How do I safely dispose of lithium-ion batteries?**

Rechargeable lithium-ion batteries can start dangerous fires, so **NEVER place them in curbside collection carts.** Bring them to a county household hazardous waste (HHW) facility for proper disposal. Visit [www.ocfl.net/HHW](http://www.ocfl.net/HHW) for more information.

### **Can I put extra bags of garbage next to the garbage cart?**

No. Automated collection, where the driver does not leave the vehicle, requires that all garbage be placed inside the cart.

## **Yard Waste**



### **Does yard waste go in a county issued cart?**

No. Yard waste — vegetative landscaping material as well as grass, tree, and shrub trimmings — should be placed at the curb in bags, bundles, or homeowner cans no earlier than 6 p.m. the night before and no later than 6 a.m. on your scheduled collection day in accordance with the collection guidelines found at [www.ocfl.net/YardWaste](http://www.ocfl.net/YardWaste).

## **Large Items**



### **How many large items can I set out each week?**

Each household can set out up to three cubic yards of large items per week — that's about the size of three stoves. Visit [www.ocfl.net/WhatGoesWhere](http://www.ocfl.net/WhatGoesWhere) for collection guidelines.

## **Accommodations for People With Disabilities**

### **What if I am disabled and cannot take my carts to the curb?**

Disabled residents who are unable to take their carts to the curb may apply through the Solid Waste Management Division for alternative collection services. The driver will collect the carts at an accessible location close to the house, empty them, and then return the carts to the same location. Qualified residents will receive this alternative garbage and recycling collection service at no charge. Please note that yard waste and large items **MUST** be placed curbside. Please call 407-836-6601 for assistance.

## **Other**

### **If I'm not sure how best to dispose of or recycle something, is there a way I can check?**

Yes! Visit [www.ocfl.net/WhatGoesWhere](http://www.ocfl.net/WhatGoesWhere) and use our search tool.

### **How do I start residential collection service, and who do I contact about billing?**

Collection service starts automatically. If you have a newly constructed home, your first bill for service will come from Orange County Utilities. The service assessment for existing homes is included with property taxes. Call 407-836-6601 if you have questions.

### **Will services be provided during the holidays?**

The only collection holidays when services are not provided are Thanksgiving (the fourth Thursday of November) and Christmas (December 25). When they fall on a regular scheduled day, collection will move forward by one day for the rest of the week. Visit [www.ocfl.net/HolidayCurbsideCollection](http://www.ocfl.net/HolidayCurbsideCollection) for more information.

**Have additional questions?**

**[Solid.Waste@ocfl.net](mailto:Solid.Waste@ocfl.net)**

**407-836-6601**

