

## **ANSWERS TO FREQUENTLY ASKED QUESTIONS FOLLOWING HURRICANE IRMA**

### **What do I do with my hurricane related debris?**

Storm related debris should not be mixed with non-storm related yard waste. Residents should separate hurricane debris, in accordance with the FEMA guidelines and place it curbside. Vegetative debris should be separated from other debris (e.g. construction and demolition debris). Storm debris does NOT have to be bundled and/or cut down into smaller pieces and should not be in bags or containers. Storm debris is being picked up by Tag Grinding. There are approximately 30 Tag Grinding crews picking up debris, seven days a week from 7 a.m. – 7 p.m. There is a map on the City's website, link included below, that will give you an idea where crews are currently working. Debris pickup started September 20 and it is estimated that the first pickup for all 3,000 lane miles will be completed mid-November. Providing specific timelines for debris pickup is difficult to determine with any accuracy because the number of crews can vary day to day. Additionally, equipment that may be used in one neighborhood might be different from equipment used in another.

### **Is Waste Pro picking up trash/recycling/yard waste?**

Waste Pro has resumed normal collection services. Non-storm related yard waste should not be mixed with hurricane related debris. Waste Pro will be collecting trash, recycling and yard waste that is stacked, cut, bundled, and/or containerized in accordance with their normal guidelines <https://www.wasteprousa.com/cape-coral/residential-collection/>.

Non-storm related yard waste that is not prepared in accordance with these guidelines or is mixed with hurricane related debris will not be picked up. Debris removal contractors will be picking up hurricane related debris. The Waste Pro service schedule is posted on their website at <https://www.wasteprousa.com/cape-coral/regular-pickup-schedule/>. To report any missed pickups please call 3-1-1. Please provide specific location information. All reported issues will be addressed.

### **Is there a site for residents to drop-off hurricane debris themselves?**

Yes, City of Cape Coral residents can drop off vegetative debris ONLY at the residential drop-off area located at Pine Island Road and Andalusia Boulevard. Access to the site will be from NE 7<sup>th</sup> Street to NE 10<sup>th</sup> Avenue and a map is located on the City's Post Irma Information website. Effective October 30, the site will be open Saturdays and Sundays only, from 8 a.m. to 4 p.m. Proof of Cape Coral residency will be required (e.g. driver's license, utility bill, etc.) (See Residential Debris Drop Off Site Map). This site is only available to City of Cape Coral residents. Commercial contractors will not be allowed to use this site and will be required to use their normal debris disposal sites.

**When will my hurricane debris be picked up?**

There is a map on the City's website that indicates where debris removal contract crews are currently working. It is too difficult to accurately determine when storm debris will be collected on your street, primarily because the number of crews can vary day-to-day and the equipment that may be used in one area may be different for another. The first pickup for all Cape Coral residents is expected to be completed mid-November.

**Will hurricane debris be removed from the City's 400 miles of canals?**

Debris removal began the week of October 10 in the canals and is expected to take approximately three months to be completed. Please call 3-1-1 to report any debris in the canals.

**Who is taking care of the trees down on residential vacant property/vacant lots?**

The property owner is responsible to coordinate the placement of all hurricane related debris at the curb to be picked-up by the debris removal contractor.

**Who is taking care of the trees down on commercial property?**

It is the responsibility of the property owner/site manager to dispose of its debris. FEMA will not reimburse the City for this removal.

**My seawall or dock is damaged and/or is collapsing who should I call?**

Damage to docks, boat lifts, seawalls, and other marine improvements is the responsibility of the property owner, property association, and/or management company. All inquiries regarding damage should be directed to a local licensed marine improvement company to assess the damage and discuss options and resources for repair, temporary and long-term, with the responsible party. While the City's Building Division cannot recommend which companies an entity should hire, we do maintain a list of up-to-date licensed companies that is available for public review please visit the City's post-Irma website to search for a licensed contractor. Residents should consider applying for FEMA assistance and/or a SBA low-interest loan to repair or replace seawalls but the deadline to register is November 9, 2017. Visit [www.disasterassistance.gov](http://www.disasterassistance.gov)

**What should I do if I see a damaged or missing stop sign, street sign or channel marker?**

Report the issue by dialing 3-1-1. Please include specific location information.

**TO REPORT ANY NON-EMERGENCY ISSUES OR FOR MORE INFORMATION, PLEASE DIAL 3-1-1. PLEASE HAVE SPECIFIC LOCATION INFORMATION AVAILABLE IF REPORTING A DAMAGED STREET SIGN, POTHOLE, MISSED WASTE PRO PICKUP, ETC.**