



City of Aurora - Department of Public Services

Ann Womer Benjamin, Mayor

Residential Services 2021

The Director of Public Services is responsible for construction, improvement, and maintenance of all public works, buildings, cemeteries, roads, streets, and all other public places of the municipality, and the collection and disposal of wastes. The Director supervises the maintenance of all municipal property and equipment, and the storage of all materials and supplies. The following information is provided as a guide to the customary and usual residential services available or monitored through the Service Department.

Recycling Collection

Mandatory Participation fee per

City Ordinance 1997-037 – Annual Fee \$31.20

- Contact Portage County Recycling Center to arrange weekly curbside service (330) 678-8808.
- 1 toter will be provided (single stream, no sorting)
- One invoice per year sent in spring.
- Acceptable paper items: newspapers, magazines, catalogs, phone books, mixed office paper, cardboard.
- Acceptable plastics: #1 – #7.
- Clean metal/tin, glass jars, and bottles.
- Place recyclables loose in recycling bin.
- For more information, see city website www.auroraoh.com under Recycling or visit www.portagerecycles.com.

Other Recycling Options

- **Computer Parts/Electronics- NO large televisions**
Aurora Service Center (330) 995-9116; 158 W. Pioneer
- **Used clothing, appliances, furniture, jewelry, linens, etc.**
Habitat for Humanity Restore
1510 S. Water Street, Kent (330) 677-8881
6630 Cleveland Road, Ravenna (330) 296-2880
Or By Email at office@habitatofportage.org
- **Motor Oil**
Portage County Recycle Center – 24-hour drop off area
3588 Mogadore Road, Kent, Ohio 44240



Paint Disposal

Remove lids, dry with sand or kitty litter and dispose in trash.

Contact the District Recycling Center Customer Service for disposal options on other materials not listed here! (330) 678-8808 or portagerecycles.com

Holiday Delayed Recycling and Trash Pickup Schedule

- Memorial Day** – All Service Delayed 1 Day for Entire Week
- Independence Day** - No Delay in Service
- Labor Day** – All Service Delayed 1 Day for Entire Week
- Columbus Day** – No Delay in Service
- Veteran’s Day** – No Delay in Service
- Thanksgiving Day** – Service Delayed 1 Day for Thursday to Friday
- Christmas Day** – No Delay in Service

Trash Collection

- Contact Rumpke directly to arrange weekly curbside level of service: Customer Service (800) 828-8171.
- Levels of Service: Bag: \$15.00 - 10 bags; 60 gal: \$36.00/qtr.; Super: \$36.75/qtr.
- Quarterly invoice sent upon registration.
- For more information, see city website www.auroraoh.com under Trash Collection.

Leaf Collection Program

- Refer to **Calendar of Services** insert for schedule **
- Leaves to be raked loose to curb. Do not place in ditches, unless necessary and not in the road.
- No brush, bushes, roots, ornamental grasses, other materials; small perennial plants accepted.
- Check www.auroraoh.com for weekly updates during collection timeframe.

****Note: Brush and Leaf Collection is not available for condominiums/apartments, or private or gated residential communities, or for the removal of material as a result of private contracts with professional vendors.**

Brush Collection Program

- Tree removal(s) performed by professional contractors and placed at the curb will not be accepted as part of this program.
- Pickup will be performed once a month from April thru October, weather permitting. Brush must be placed at the curb prior to the designated date & time (see service schedule insert) to guarantee pickup for that month. **Brush pickup runs all week during specified dates, however, brush MUST be out Monday morning by 7:00 am of that week to ensure pickup.**
- Branches no larger than 6” diameter and 10’ long should be placed adjacent to the road and clear of obstructions such as mailboxes, trees, telephone poles, etc. Limit quantity to size of a car.
- No fence posts, railroad ties, wood pallets, root balls, or construction materials.
- As part of trash collection, small amounts of brush may be placed in weekly trash collection, but must be cut in 4” lengths and bundled. Check city website for weekly updates, www.auroraoh.com

Winter Safety Information

Did you know that Aurora has over 225 lane miles of roadway to keep clear of snow and ice? Utilizing a fleet of 18 plow trucks to battle everything that Mother Nature has to offer, our dedicated city workers spend countless hours each winter, on call 24/7, making sure that our residents get to their desired destination as safely as possible! Below are some helpful tips to keep in mind during the winter months.

Things to keep in mind when you encounter a snowplow while driving...

Distance — Give snowplows room to work. The plows are wide and can cross the centerline or shoulder. Do not tailgate or try to pass. Help us be safe while we work to keep you safe.

Speed — Snowplows travel below the posted speed limit. Please be patient.

Vision — A snowplow operator's field of vision is restricted. You may see them, but they do not always see you. Keep your distance and watch for sudden stops or turns. If you can't see the plow's side mirrors, the driver can't see you. Stay two to three car lengths behind the plow. Snow plows often create snow clouds behind them as they clear the roads. This can reduce your ability to see.

Residential Responsibility — It is the homeowner's responsibility to clear sidewalks and drive aprons. Snow is never to be placed into the street when cleaning private property.

Essential City Phone Numbers

EMERGENCY DIAL	9-1-1
Police (Non-emergency)	(330) 562-8181
Fire (Non-emergency)	(330) 562-7171
City Hall	(330) 562-6131
Mayor	(330) 995-9126
Public Service Department	(330) 995-9116
Water Department	(330) 995-9109
Council Office	(330) 995-4427
Planning, Zoning & Building	(330) 562-9564
Parks & Recreation	(330) 562-4333
Law Department	(330) 995-8866
Rumpke	(800) 828-8171
Portage Recycling	(330) 678-8808
Aurora Cemetery	(330) 995-9116

Community Shred Days

April 17 and October 9

9 AM until Noon

- City Hall Parking Lot.
- Maximum of six (6) Standard Boxes per vehicle.
- Must be a resident of Aurora to participate in event.



Important Reminders from your Water Department...

- If you have a sprinkler system installed on your property, you must have a backflow device. Whether you use your system or not, the backflow device must be tested annually and the results submitted online by your tester to Backflow Solutions, Inc. (BSI). If you have any questions, please contact the Water Department at 330-995-9109.
- Hydrant Flushing will take place in the Spring.
- The 2020 Consumer Confidence Report will be available to view online by the end of April.
- Our meter change out program is continuing. If you received an estimated bill or a letter from the water department, please call to schedule a meter change out appointment.
- You can access the city's online bill pay service, **Invoice Cloud**, through the city's website at www.auroraoh.com. There is no fee when paying through your checking or savings account. When using credit / debit there is a \$3.95 fee per transaction up to \$350.00. A \$.95 fee is charged when you make a phone payment. (855-948-1922).
- Visit the site to see many other options offered.

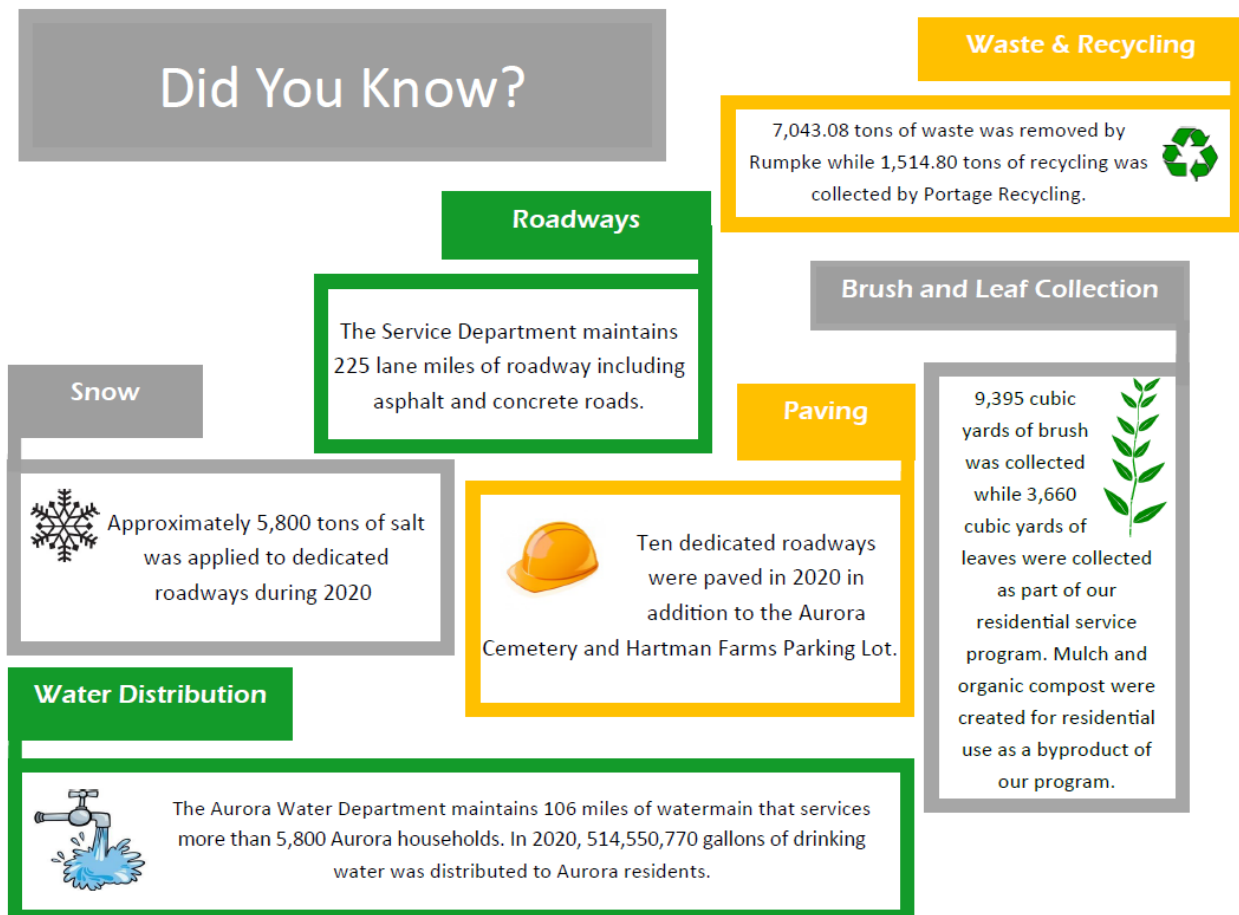




Frequent residential concerns and whom to contact...

- If animal control is required for removal in the home or on your private property, please contact the non-emergency police department number at (330) 562-8181.
- If you are experiencing low water pressure, discoloration or water is not functioning, please contact the water department at (330) 995-9109. **
- If you are experiencing a sanitary back up you may contact the service department to check the main line; however, anything occurring outside the main line will require you to contact a local plumber. **
- If there is a dead animal in the road or in the city right of way, please contact the service department at (330) 995-9116 for removal. If it is located on private property, removal is the homeowner's responsibility.
- For cemetery services or needs, please call the Service Department at (330) 995-9116.
- If your recycling is missed, please contact Portage Recycling at (330) 678-8808.
- If your trash is missed, please contact Rumpke at (800) 828-8171.

** If outside of normal business hours, please contact the police department at (330) 562-8181.



Homeowners' Responsibilities

- Maintain the sidewalk area. This includes but is not limited to repairing trip hazards, snow removal and general maintenance.
- Sanitary, water, and storm laterals which are the lines going from the home to the main sewer and water systems.
- Keep ditches, driveway pipes and storm sewer grates free of debris to prevent flooding in your area.
- Call the Ohio Utility Protection Service (OUPS) at (800) 362-2764 to inquire about marking flags on property.
- Maintain mailboxes in good working condition and 12" back from the edge of the roadway. There are several products available that can help minimize or eliminate snowplow damage. Remember the main duty of the Service Department is to keep the roads safe during the challenging winter months.