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## Overview

Trash pickup in Providence takes place Monday through Friday, except holidays that fall on a weekday. Click [here](#) to find your trash pick-up day. If a holiday falls on your trash pickup day, your trash will be picked up on the very next day. All pickups for the rest of the week will also be operating on a one-day delay. (Friday's pickup will take place on Saturday).

Missed Trash/Recycling/Yard Waste pickup and Bulky Items can be reported to PVD311 through various methods, ensuring that property concerns are addressed promptly and efficiently. Our number one priority is ensuring our constituents' quality of life and safety.

## Information to provide when submitting a service request through PVD311:

When reporting any concerns or service requests, be prepared to provide the following information:

- Location -The exact address of where the service is needed.
- Nature of Issue - Describe which one was missed; trash, recycling, yard waste, or bulky item
- Timing - The sooner a service request is reported, the better we can begin the process.
- Contact Information – The best way the PVD 311 agent can contact you.

## Learn the process:

- **Step 1:** Report any concerns to PVD311 and provide the address, which item was missed (trash, recycling, yard waste, and bulky items), including the number of bins and any Waste Management request number.
- **Step 2:** Your case is assigned to a PVD311 Agent.
- **Step 3:** The PVD311 agent will advocate on your behalf with the WM route manager and the Associate Environmental Director at DPW.

## Following Up:

Once you have submitted a service request or reported a concern, you will receive confirmation from PVD311 that your request/concern has been received. It is important to provide as much detail as possible to assist in completing the request. By using the reporting methods in PVD311, city residents and visitors are empowered to help maintain a high quality of life for everyone. You can always check the status here: [311.providenceri.gov](https://311.providenceri.gov)

## Additional Resources:

- To see your waste pickup day [click here](#), and enter your street name.
- To see the 2024 Holiday Schedule [click here](#)
- If you need a trash/recycling bin or it needs repair. [Click here](#) and request one online. You can also go directly to DPW and apply.

- Up to two mattresses or box springs can be disposed of at DPW per Providence resident every Saturday between 7:00 a.m. and 12:45 p.m. Must present an ID that you are a Providence resident.
- E-Waste - [Click here](#) for list of acceptable items.

**PVD311 Reporting Methods** - See various ways to report a service [request here](#).

**Department of Public Works - Environmental Division**

700 Allens Avenue, Providence, RI 02903

401.680.7500 | [providenceri.gov/public-works/recycling-office/](http://providenceri.gov/public-works/recycling-office/)