

# City of Los Altos

## Garbage and Recycling Services Fact Sheet

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**CUSTOMER SERVICE INFORMATION:** Contact the applicable hauler regarding bin, billing, or other issues pertaining to curbside services.

| <u>CITY CONTACT(S)</u>  | <u>GARBAGE HAULER</u>   | <u>RECYCLING HAULER(S)</u>  | <u>YARD TRIMMINGS</u>   |
|---|---|---|---|
| <p><b>Christopher Lamm</b><br/>           City of Los Altos<br/>           1 North San Antonio Road<br/>           Los Altos, CA 94022<br/>           (650) 947-2624<br/>           Fax: (650) 947-2732<br/>           Customer Service<br/>           (650) 947-2000</p> | <p>Mission Trail Waste Systems<br/>           1060 Richard Avenue<br/>           Santa Clara, CA 95050<br/>           (650) 473-1400<br/>           Fax: (650) 473-1300<br/> <b>Contract end date:</b> September 30, 2020</p> | <p>Mission Trail Waste Systems<br/>           1060 Richard Avenue<br/>           Santa Clara, CA 95050<br/>           (650) 473-1400<br/>           Fax: (650) 473-1300<br/> <b>Contract end date:</b> September 30, 2020</p> | <p>Mission Trail Waste Systems<br/>           1060 Richard Avenue<br/>           Santa Clara, CA 95050<br/>           (650) 473-1400<br/>           Fax: (650) 473-1300<br/> <b>Contract end date:</b> September 30, 2020</p> |

Garbage & Recycling Hauler Website: [www.missiontrail.com/LosAltos](http://www.missiontrail.com/LosAltos)

City Integrated Waste Website: [www.losaltosca.gov/publicworks/page/trash-pick-and-recycling](http://www.losaltosca.gov/publicworks/page/trash-pick-and-recycling)

### GARBAGE/RECYCLING PROGRAM INFORMATION

|                            |   |
|----------------------------|---|
| <b>PROGRAM ESTABLISHED</b> | October 1982  |
| <b>COLLECTION SCHEDULE</b> | Weekly service on garbage day   |
| <b>CONTAINER ISSUED</b>    | <p><b>SFD:</b> One commingled recyclables cart, one organics cart (yard trimmings, food scraps and food-soiled paper).</p> <p><b>MFD:</b> Containers issued varies by location and customer requirements.</p> |

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| <u>MISCELLANEOUS</u>                          |   |
|---|---|
| <b>COMMERCIAL<br/>FRANCHISE<br/>AGREEMENT</b> | <p>The City of Los Altos has a commercial franchise agreement with Mission Trail Waste Systems which has rights to some recyclables. An independent recycling provider may only provide service for source separated recyclables at no charge and they must have a business license with the City of Los Altos.</p> <ul style="list-style-type: none"> <li>Contact: Stephanie Ulmer (408) 588-7214</li> </ul> |
| <b>DEBRIS BOX<br/>INFORMATION</b>             | Mission Trail Waste Systems is the exclusive service provider.  |
| <b>HOLIDAY TREE<br/>REMOVAL</b>               | Collection provided no-charge for 2 weeks after Christmas. Contact Mission Trail Waste Systems at (650) 473-1400 for details.   |
| <b>HOME<br/>COMPOSTING<br/>WORKSHOPS</b>      | Call the Hotline at (408) 918-4640 or visit <a href="http://www.ReduceWaste.org">www.ReduceWaste.org</a> for information on upcoming composting workshops.  |
| <b>HOUSEHOLD<br/>HAZARDOUS<br/>WASTE</b>      | Call (408) 299-7300 or visit <a href="http://www.HHW.org">www.HHW.org</a> to schedule a drop-off. Curbside collection of household batteries, cell phones & PDAs, use motor oil & filters, cooking oil, water-based paint, and compact fluorescent lamps is provided to residents of single-family homes. Contact Mission Trail Waste Systems at (650) 473-1400 for more information                          |
| <b>LOCAL<br/>LANDFILLS</b>                    | <p>Mission Trails Waste Systems Transfer Station<br/>           1313 Memorex Drive<br/>           Santa Clara, CA 95050<br/>           (408) 727-5365</p>   |

For more information please contact the County of Santa Clara Recycling Hotline  
 (800) 533-8414 or visit [www.RecycleStuff.org](http://www.RecycleStuff.org)

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|--------------------------------|--|
| <b>SOLID WASTE ENFORCEMENT</b> | <p><b>Commercial/Industrial</b><br/>         Josh Cottrell – Code Enforcement Officer: (650) 947-2775<br/> <a href="mailto:jcottrell@losaltosca.gov">jcottrell@losaltosca.gov</a></p> <p><b>Illegal Dumping</b><br/>         Los Altos Police Department (Non-Emergency): (650) 947-2770</p> <p><b>Littering</b><br/>         Los Altos Police Department (Non-Emergency): (650) 947-2770</p> <p><b>Recycling Theft</b><br/>         Los Altos Police Department (Non-Emergency): (650) 947-2770</p> |
|--------------------------------|--|

| <b>SINGLE FAMILY GARBAGE RATE INFORMATION</b>              |         |            |           |  |
|--|---------|------------|-----------|--|
| TYPE   | FEE     | SERVICE    |           | COMMENTS   |
|  |         | Front Yard | Back Yard |  |
| Garbage, 20-gallon cart                                    | \$30.03 | X          |           | Containers are to be set curbside.   |
| Garbage, 32-gallon cart                                    | \$32.34 | X          |           | Containers are to be set curbside.   |
| Garbage, 64-gallon cart                                    | \$64.69 | X          |           | Containers are to be set curbside.   |
| Garbage, 96-gallon cart                                    | \$97.03 | X          |           | Containers are to be set curbside.   |
| Backyard Service   | \$11.50 |            | X         | For this additional charge, all containers will be serviced from backyard. |
| Recyclables  |         | X          |           | Included in garbage rate, cart provided, needs to be curbside.             |
| Organics (yard trimmings, food scraps & food-soiled paper) |         | X          |           | Included in garbage rate, cart provided, needs to be curbside.             |

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| <b>SINGLE FAMILY RECYCLING PROGRAM</b>                                      |            |    |   |
|---|------------|----|---|
| MATERIALS   | COLLECTION |    | PREPARATION AND SORTING REQUIREMENTS  |
|   | Yes        | No |   |
| Aseptic Containers  | X          |    | Milk cartons and juice boxes accepted; rinse and place in recyclables cart.   |
| Large Item Pick-Up  | X          |    | Curbside collection of up to 4 cubic yards of garbage and 3 individual large items is provided at no charge (a maximum of two (2) collection times per Collection Service Agreement Year. |
| Cans  | X          |    | Aluminum, tin, bi-metal and steel cans accepted; rinse and place in Recyclables cart  |
| Cardboard   | X          |    | Flatten and place loosely in Recyclables cart or, bundle boxes and place next to cart.  |
| Cell Phones & PDAs  | X          |    | Place in clear plastic bag and leave on top of Recyclables cart lid on collection day.  |
| Compact Fluorescent Lamps (CFLs)  | X          |    | Place in clear plastic bag and leave on top of Recyclables cart lid on collection day.  |
| Cooking Oil   | X          |    | Contain in original (or similar) bottle/jug. Collected curbside on regular collection day.  |
| Dairy Cartons   | X          |    | Rinse paper milk, ice cream and similar cartons and place in recyclables cart.  |
| Glass   | X          |    | Glass food and beverage containers; rinse and place in recyclables cart.  |
| Household Batteries   | X          |    | Place in clear plastic bag and leave on top of recyclables cart lid on collection day.  |
| Metals, Scrap   | X          |    | Foil, pie pans, metal lids from glass bottles and jars, pots, pans, empty aerosol cans, and single items; no more than 20lbs.each. Must fit easily inside Recyclables cart.               |
| Mixed Paper   | X          |    | Includes phone books, catalogs, magazines, junk mail, newspaper, and books up to 40 lbs. Place into Recyclables cart.   |
| Motor Oil (Used Passenger Car Motor Oil & Filters)                          | X          |    | Contain in free jugs/bags provided by hauler. Contact Mission Trail to order. Collected curbside on regular collection day.   |
| Organics (Yard Trimmings, Food Scraps, Food-Soiled Paper, Wax-Coated Paper) | X          |    | Place in organics cart. Collected same day as recyclables and garbage.  |
| Plastic (#1-#7)   | X          |    | Place in Recyclables cart. Contain plastic bags inside one bag.   |
| Polystyrene/ Styrofoam Plastic/Shrink Wrap,                                 |            | X  | Plastic products not marked with the recycling symbol and a number 1-7 belong in the Garbage.   |
| Water-Based (Latex) Paint   | X          |    | Contain in original can with secure lid. Collected curbside on regular collection day.  |

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| <b>MULTI-FAMILY RECYCLING PROGRAM</b>  |            |    |   |
|--|------------|----|---|
| MATERIALS  | COLLECTION |    | PREPARATION AND SORTING REQUIREMENTS  |
|  | Yes        | No |   |
| <b>Aseptic Containers</b>  | X          |    | Milk cartons and juice boxes accepted; rinse and place in Recyclables bin/cart  |
| <b>Large Item Pick-Up</b>  | X          |    | \$18.68 per large item; \$57.52 per item if contains Freon  |
| <b>Cans</b>  | X          |    | Aluminum, tin, bi-metal and steel cans accepted; rinse and place in Recyclables bin/cart  |
| <b>Cardboard</b>   | X          |    | Flatten and place loosely in Recyclables bin/cart or, bundle boxes and place next to cart.  |
| <b>Dairy Cartons</b>   | X          |    | Rinse paper milk, ice cream and similar cartons and place in Recyclables bin/cart.  |
| <b>Glass</b>   | X          |    | Glass food and beverage containers; rinse and place in Recyclables bin/cart.  |
| <b>Metals, Scrap</b>   | X          |    | Foil, pie pans, metal lids from glass bottles and jars, pots, pans, empty aerosol cans, and single items; no more than 20lbs.each. Must fit easily inside Recyclables bin/cart. |
| <b>Mixed Paper</b>   | X          |    | Includes phonebooks, catalogs, magazines, junk mail, newspaper, and books up to 40 lbs; place into Recyclables bin/cart.  |
| <b>Organics (Yard Trimmings, Food Scraps, Food-Soiled Paper, Wax-Coated Paper)</b> | X          |    | Place in Organics cart. Collected same day as Recyclables and Garbage.  |
| <b>Plastic (#1-#7)</b>   | X          |    | Place in Recyclables bin/cart. Contain plastic bags inside one bag.   |
| <b>Polystyrene/ Styrofoam Plastic/Shrink Wrap,</b>                                 |            | X  | Plastic products not marked with the recycling symbol and a number 1-7 belong in the Garbage.   |

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