

City of Palo Alto

Garbage and Recycling Services Fact Sheet

CUSTOMER SERVICE INFORMATION: Contact the applicable hauler regarding service issues pertaining to curbside services. Large item pick-up is available by calling GreenWaste of Palo Alto at (650) 493-4894.

<u>CITY CONTACT</u>	<u>GARBAGE HAULER</u>	<u>RECYCLING HAULER</u>	<u>YARD TRIMMINGS, FOOD SCRAPS, and SOILED PAPER HAULER</u>
<p>ZERO WASTE PALO ALTO City of Palo Alto P.O. Box 10250 Palo Alto, CA 94303 (650) 496-5910 Fax: (650) 428-5236 zerowaste@cityofpaloalto.org www.zerowastepaloalto.org</p>	<p>Greenwaste of Palo Alto 2765 Lafayette St Santa Clara, CA 95050 (650) 493-4894 Fax: (650) 493 - 2537 Contract end date: 6/30/2021 Next review date: Continuous review</p> <p>Garbage & Recycling Hauler Website: www.greenwasteofpaloalto.com</p>	<p>Greenwaste of Palo Alto 2765 Lafayette St Santa Clara, CA 95050 (650) 493-4894 Fax: (650) 493 - 2537 Contract end date: 6/30/2021 Next review date: Continuous review</p> <p>Garbage & Recycling Hauler Website: www.greenwasteofpaloalto.com</p>	<p>Greenwaste of Palo Alto 2765 Lafayette St Santa Clara, CA 95050 (650) 493-4894 Fax: (650) 493 - 2537 Contract end date: 6/30/2021 Next review date: Continuous review</p> <p>Compostable Materials Hauler Website: www.greenwasteofpaloalto.com</p>

RECYCLING PROGRAM INFORMATION

PROGRAM ESTABLISHED	1971.
COLLECTION SCHEDULE	Same day as weekly garbage pick-up.
CONTAINER ISSUED	<p>SFD & MFD with individual garbage service: Wheeled garbage carts, recycling carts, and wheeled compost carts must be placed at the curb for collection.</p> <p>MFD with shared garbage service: Wheeled carts or bins for recycling, wheeled carts or bins for compostable materials, call GreenWaste for more information at (650) 493- 4894.</p>

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

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<u>MISCELLANEOUS</u>	
CLEAN UP DAY & BUSINESS CLEAN OUT SERVICE	<p>A Clean-Up Day is a customer scheduled appointment for curbside collection of excess materials. It is available for both Palo Alto residents and businesses once per calendar year.</p> <p>The Business Clean-Out Service is available for businesses that are temporarily generating more recyclables than their regular recycling service can accommodate.</p>
COMMERCIAL FRANCHISE AGREEMENT	<p>The City of Palo Alto has an agreement with GreenWaste of Palo Alto. An independent recycling provider may collect only single source-separated recyclables.</p>
DEBRIS BOX INFORMATION	<p>GreenWaste of Palo Alto is the only hauler that may provide debris box service for refuse or any type of mixed debris. Other haulers may provide debris box service for source separated recyclables only.</p>
ELECTRONIC WASTE	<p>Electronic waste (any item with a circuit board EXCEPT TVs and computer monitors) may be placed in the blue recycling container providing it fits. For items that don't fit there are a variety of options ranging from using the Clean-Up Day service or drop off at local facilities such as the Goodwill and the SMaRT Station.</p>
GARAGE SALE	<p>City-wide yard sale held in odd-numbered years.</p>
HOLIDAY TREE REMOVAL	<p>Please contact GreenWaste of Palo Alto at (650) 493-4894 for information.</p>
HOME COMPOSTING WORKSHOPS	<p>Palo Alto partners with the Santa Clara County Composting Education Program to offer backyard and worm composting workshops. Contact 408-918-4640 or visit http://cesantaclara.ucanr.edu/Home_Composting_Education/ for more information.</p>

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HOUSEHOLD HAZARDOUS WASTE	<p>The Household Hazardous Waste Station is open every Saturday from 9am-11am and on the first Friday of each month from 3pm to 5pm The HHW Station is located at 2501 Embarcadero Way, Palo Alto, CA 94303. There are some holiday closures. Call (650) 496-5910 or visit www.cityofpaloalto.org/hazwaste for more information. Proof of Palo Alto residency required.</p>
RECOMMENDED LANDFILL	<p>MATERIALS RECOVERY FACILITY BUY-BACK DROP-OFF CENTER SMaRT Station®</p> <p>Owned in partnership with the Cities of Mountain View, Palo Alto and Sunnyvale. Operated by Bay Counties on City of Sunnyvale property.</p> <p>301 Carl Road Sunnyvale, CA 94089 (408) 752-8530</p>
SOLID WASTE ENFORCEMENT	<p>Commercial/Industrial The City of Palo Alto has a number of municipal ordinances regulating the maintenance of solid waste and recycling containers by residents and businesses. Palo Alto Municipal Code Section 5.20 requires residents and businesses to;</p> <ol style="list-style-type: none"> 1) Utilize the collection services of the City’s contracted hauler; 2) Procure a sufficient number of containers to hold all solid waste, recyclable material, and compostable material, created, produced or accumulated on the premises during a one-week period, unless a more frequent collection schedule has been arranged; 3) All persons shall separate their refuse according to its characterization as solid waste, compostable materials, or recyclable materials, and place each type of refuse in a separate container designated for disposal of that type of refuse. No person may mix any type of refuse, or deposit refuse of one type in a collection container designated for refuse of another type 4) Maintain the bins, boxes, and containers on their premises, and the area in which they are located, in a good, usable, clean and sanitary condition, and ensure that the lid or cover on the bin, box, or container is kept fully closed in a manner that prevents leakage, spillage and the escape of odors, and that no solid waste or recyclable materials are placed outside of the bin, box, or container; and 5) Keep their premises in a clean and sanitary condition and not cause, suffer or permit any solid waste to accumulate in, on or about such premises for a period in excess of one calendar week, respectively. <p>Illegal Dumping Palo Alto Police Department (Non-Emergency): (650) 329-2413</p> <p>Littering The City of Palo Alto has aggressive litter prevention activities required in the City’s agreement with its contractor, GreenWaste of Palo Alto, as well as collection of public litter cans, the involvement of the City’s</p>

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	<p>contractor in helping customers right size containers, and a contract with the Downtown Streets Team to clean up downtown alleys and empty public litter containers on Sundays.</p> <p>Recycling Theft Palo Alto Police Department (Non-Emergency): (650) 329-2413</p>
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SINGLE FAMILY RATE INFORMATION					
TYPE		FEE	SERVICE		COMMENTS
			Curbside	Back Yard	
Refuse	20 gallon (mini-can)	\$27.81	X		
	32 gallon cart	\$50.07	X		
	64 gallon cart	\$100.15	X		
	96 gallon cart	\$150.22	X		
Compost (Food Scraps, Soiled Paper, Yard Trimmings)			X		Included in refuse rate
Recycling			X		Included in refuse rate

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SINGLE FAMILY RECYCLING PROGRAM (And multi-family dwellings with less than five units)			
MATERIALS	COLLECTION		PREPARATION AND SORTING REQUIREMENTS
	Yes	No	
Aseptic Containers		X	e.g., Juice boxes and pouches, soup containers, soy milk containers
Aerosol Cans	X		Non-hazardous, empty (e.g., shaving cream, hairspray).
Household Batteries	X		Household/Dry cell (e.g. AAA, AA, C, D, 9-volt, hearing aid and camera batteries, and other single-use or rechargeable batteries) place in the battery bag provided by GreenWaste of Palo Alto (650) 493-4894. Follow directions on bag. <i>Auto batteries are not accepted curbside; but are accepted at the SMaRT Station and the Household Hazardous Waste Station.</i>
Large Item Pick-Up	X		One free Clean Up Day per calendar year (by appointment) where residents can put 4 large items on curbside.
Cans	X		Metal cans, lids, food trays, and foil.
Cardboard	X		Flattened and cut to fit loosely in cart; no waxed cardboard.
Electronics	X		Appliances, calculator, computer, fax machine, printer. NO computer monitors or TVs.
Glass	X		Bottles and jars. No porcelain, china, ceramics, window glass, mirrors, Pyrex, or light bulbs.
Magazines	X		
Metals, Other	X		Metal can go in the blue recycling container. For items that don't fit residents can use the Clean Up Day service or drop off at the SMaRT Station. They may also be able to place it next to their blue recycling cart – they should call GreenWaste of Palo Alto at (650) 493-4894 to confirm.
Metals, Scrap	X		Scrap metal can go in the blue recycling container. For items that don't fit residents can use the Clean Up Day service or drop off at the SMaRT Station. They may also be able to place it next to their blue recycling cart – they should call GreenWaste of Palo Alto at (650) 493-4894 to confirm.
Mixed Paper	X		Catalogs, paperboard (e.g., cereal, tissue boxes), paper envelopes, nonmetallic wrapping paper, white, colored, and glossy paper, junk mail, shredded paper, paperback books, maps, and more.
Newspaper	X		Newspaper and newspaper inserts.
Motor Oil	X		Place in clear one-gallon plastic container with secure top.
Oil Filters	X		Drain oil from filter. Place oil filter in the bag provided by GreenWaste of Palo Alto. Call (650) 493-4894 for bag.
Expanded Polystyrene (Plastic #6)		X	

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Plastics (#1-#7)	X		All types, with or without a number should go into the blue cart. Bottles, buckets, flower pots, food containers, toys, shelving, laundry baskets, etc. NO PVC pipe. PLA plastic should go into the green cart.
Film Plastic	X		Bags, plastic wrap, bubble wrap (place in a clear plastic bag and knot the top of the bag)
Cartons	Green Cart		Cartons made of paper with plastic coating (e.g., gable-top cartons for milk or juice, ice cream cartons). Plastic spouts and rims ok
Compostable Plastic	Green Cart		Compostable plastics (e.g., PLA plastic containers, compostable to-go containers, compostable bags)
Food Scraps	Green Cart		Place all food scraps (e.g., vegetables, fruits, grains, coffee grounds, dairy, meat, small quantities of oil) directly in the green cart loose or in a compostable container. Do not place industrial cooking oil in the green cart.
Pizza Boxes	Green Cart		
Soiled Paper	Green Cart		Place soiled paper (e.g., paper towels, tissues, paper plates, paper cups paper coffee and soda cups, paper to-go containers, pizza boxes) directly in the green cart loose or in a compostable container. Do not place diapers into the green cart
Yard Trimmings	Green Cart		Materials up to two inches in diameter and four feet in length; collected weekly. No dirt, sod, rock, tan bark, stumps, construction lumber, bamboo, pampas grass, palm, yucca, flax, cactus, poison oak, or manure.

MULTI-FAMILY RECYCLING PROGRAM			
This section is for multi-family complexes with shared service.			
Use the single family home list for complexes where each household has individual services.			
MATERIALS	COLLECTION		PREPARATION AND SORTING REQUIREMENTS
	Yes	No	
Aseptic Containers		X	e.g., Juice boxes and pouches, soup containers, soy milk containers, milk and juice cartons
Aerosol Cans	X		Non-hazardous, empty (e.g., shaving cream, hairspray).
Large Item Pick-Up		X	
Cans	X		Metal cans, lids, food trays, and foil.
Cardboard	X		Flatten and cut to fit loosely in cart; no waxed cardboard.
Electronics	X		Appliances, calculator, computer, fax machine, printer. NO computer monitors or TVs.
Glass	X		Bottles and jars. No porcelain, china, ceramics, window glass, mirrors, Pyrex, or light bulbs.
Magazines	X		
Metals, Other	X		Metal can go in the blue recycling container. For items that do not fit, complex manager can use the Clean Up Day service or residents/manager can drop off at the SMaRT Station.

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Metals, Scrap	X		Scrap metals can go in the blue recycling container. For items that don't fit, complex manager can use the Clean Up Day service or residents/manager can drop off at the SMaRT Station.
Mixed Paper	X		Catalogs, paperboard (e.g., cereal, tissue boxes), paper envelopes, non-metallic wrapping paper, white, colored, and glossy paper, junk mail, shredded paper, paperback books, maps, and more.
Newspaper	X		Newspaper and newspaper inserts.
Motor Oil		X	No curbside collection. Accepted at multiple locations in Palo Alto, at the HHW Station and at the SMaRT Station.
Oil Filters		X	No curbside collection. Accepted at multiple locations in Palo Alto, at the HHW Station and at the SMaRT Station.
Expanded Polystyrene (Plastic #6)		X	
Plastics (#1-#7)	X		All types, with or without a number. Bottles, buckets, flower pots, food containers, toys, shelving, laundry baskets, etc, should go into the blue cart. NO PVC pipe. PLA plastic should go into the green cart.
Cartons	Green Cart		Cartons made of paper with plastic coating (e.g., gable-top cartons for milk or juice, ice cream cartons). Plastic spouts and rims ok.
Compostable Plastic	Green Cart		Compostable plastics (e.g., PLA plastic containers, compostable to-go containers, compostable bags)
Food Scraps	Green Cart		Place all food scraps (e.g., vegetables, fruits, grains, coffee grounds, dairy, meat, small quantities of oil) directly in the green cart loose or in a compostable container. Do not place industrial cooking oil in the green cart
Pizza Boxes	Green Cart		
Soiled Paper	Green Cart		Place soiled paper (e.g., paper towels, tissues, paper plates, paper cups paper coffee and soda cups, paper to-go containers, greasy pizza boxes) directly in the green cart loose or in a compostable container. Do not place diapers into the green cart.
Yard Trimmings	Green Cart		Materials up to two inches in diameter and four feet in length; collected weekly. No dirt, sod, rock, tan bark, stumps, construction lumber, bamboo, pampas grass, palm, yucca, flax, cactus, poison oak, or manure.

FOOTNOTES

¹All materials that are collected for curbside recycling may also be dropped-off at the SMaRT Station, (408) 752-8530. Residents and businesses may also drop-off appliances, automotive fluids, batteries, computer monitors, glass, metal, paper, and plastics #1-#7. Call ahead for details.

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