

City of Palo Alto 2021-2022

Garbage and Recycling Services Fact Sheet

<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 zerowaste@cityofpaloalto.org</p> <p style="text-align: center;">City Website: www.zerowastepaloalto.org</p> <p>City Commercial Recycling: zerowaste@cityofpaloalto.org</p>	<p>GreenWaste of Palo Alto 2765 Lafayette St Santa Clara, CA 95050 (650) 493-4894 Fax: (650) 493 – 2537 pacustomerservice@greenwaste.com</p> <p style="text-align: center;">Garbage & Recycling Hauler Website: www.greenwasteofpaloalto.com</p> <p style="text-align: center;">Contract end date: 6/30/2026 Next review date: Continuous review</p>	<p>GreenWaste of Palo Alto 2765 Lafayette St Santa Clara, CA 95050 (650) 493-4894 Fax: (650) 493-2537 pacustomerservice@greenwaste.com</p> <p style="text-align: center;">Garbage & Recycling Hauler Website: www.greenwasteofpaloalto.com</p> <p style="text-align: center;">Contract end date: 6/30/2026 Next review date: Continuous review</p>	<p>GreenWaste of Palo Alto 2765 Lafayette St Santa Clara, CA 95050 (650) 493-4894 Fax: (650) 493-2537 pacustomerservice@greenwaste.com</p> <p style="text-align: center;">Compostable Materials Hauler Website: www.greenwasteofpaloalto.com</p> <p style="text-align: center;">Contract end date: 6/30/2026 Next review date: Continuous review</p>

<u>RECYCLING PROGRAM INFORMATION</u>	
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 compost carts must be placed at the curb for collection.</p> <p>MFD with shared garbage service: Wheeled carts or bins for garbage, wheeled carts or bins for recycling, wheeled carts, or bins for compostable materials, call GreenWaste for more information at (650) 493-4894.</p>

City of Palo Alto 2021-2022

Garbage and Recycling Services Fact Sheet

SERVICES	
CLEAN-UP DAY	<p>The Clean-Up Day service provides residents with curbside collection of bulky items, excess recyclables and yard trimmings, and other items. It is available two times per calendar year on pre-scheduled dates.</p> <p>Residents in multi-unit complexes should contact their property manager to schedule a Clean Up Day for their complex.</p> <p>It is also available for businesses. They should contact GreenWaste of Palo Alto for more information.</p>
EXCLUSIVE CONTRACT	<p>The City of Palo Alto has an exclusive contract with GreenWaste of Palo Alto for hauling and processing recycle, compost, and garbage for residential, commercial, and C&D. An independent recycling provider may collect only single source-separated recyclables.</p>
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.</p> <p>or visit http://cesantaclara.ucanr.edu/Home_Composting_Education/ for more information.</p>
DEBRIS BOX INFORMATION	<p>GreenWaste of Palo Alto is the only hauler that may provide debris box service for any type of material. Please contact GreenWaste of Palo Alto at (650) 493-4894 for information.</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.</p>
GARAGE SALE	<p>City-wide yard sale held every other year.</p>
HOLIDAY TREE REMOVAL	<p>For the four weeks following Christmas day, holiday trees will be collected curbside. Trees must be undecorated, unflocked, cut to four-foot lengths with stands removed, and placed curbside next to your compost cart. Please contact GreenWaste of Palo Alto at (650) 493-4894 for more information.</p>
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>
JUNK (LARGE-ITEM) PICK UP	<p>Large item pick-up is available for a fee by calling GreenWaste of Palo Alto at (650) 493-4894.</p> <p>Single family: Large items pick-up is available:</p> <ol style="list-style-type: none"> 1. Free through the Clean Up Day service pre-scheduled twice a year; or 2. For a fee as a special collection (schedule by calling GreenWaste of Palo Alto at least one week in advance) <p>More information about the Clean Up Day can be found at www.greenwasteofpaloalto.com/cleanupday</p> <p>Multi-family: It is up to the property manager on whether the multi-family complex participates in this program.</p> <p>Special collections outside of the Clean Up Day will be collected at City-established rates, contact GreenWaste of Palo Alto at (650) 493-4893 for more information.</p>

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

City of Palo Alto 2021-2022

Garbage and Recycling Services Fact Sheet

RECOMMENDED LANDFILL	<p>MATERIALS RECOVERY FACILITY (Ending December 31, 2021)</p> <p>SMaRT Station→ Owned in partnership with the Cities of Mountain View, Palo Alto and Sunnyvale. Operated by Bay Counties on City of Sunnyvale property. 301 Carl Road Sunnyvale, CA 94089 (408) 752-8530</p> <p>(Beginning January 1, 2022) Shoreway Environmental Center 333 Shoreway Road, San Carlos www.rethinkwaste.org/shoreway-environmental-center (650) 802-8355</p> <p>or</p> <p>Mission Trail Transfer Station 1313 Memorex Drive, Santa Clara www.missiontrail.com/TransferStation (408) 727-5365 x514</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 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>

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City of Palo Alto 2021-2022

Garbage and Recycling Services Fact Sheet

	Recycling Theft Palo Alto Police Department (Non-Emergency): (650) 329-241
SOLID WASTE ORDINANCES	Bag ordinance https://www.cityofpaloalto.org/gov/depts/pwd/pollution/palo_alto_disposable_checkout_bag_ordinance.asp Polystyrene Restriction Ordinance Recycling & Composting Ordinance www.cityofpaloalto.org/rc-ordinance Disposable Foodware Items and Other Disposable Products Ordinance www.cityofpaloalto.org/foodware

SINGLE FAMILY RATE INFORMATION					
TYPE		FEE	SERVICE		COMMENTS
			Curbside	Back Yard	
Garbage	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 garbage rate
Recycling			X		Included in garbage rate

*For on-premises disabled help, residents need to fill out an application with physician certification.

Contact GreenWaste of Palo Alto for more information.

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).

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City of Palo Alto 2021-2022

Garbage and Recycling Services Fact Sheet

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.
Film Plastic	X		Bags, plastic wrap, bubble wrap (place in a clear plastic bag and knot the top of the bag).
Fluorescent Bulbs		X	Must be taken to HHW Station for proper recycling. Contact the Palo Alto HHW program at (650) 496-6980.
Glass	X		Bottles and jars only. NO porcelain, china, ceramics, window glass, mirrors, Pyrex, or light bulbs allowed.
Household Batteries	X		Household/Dry cell (e.g. AAA, AA, C, D, 9-volt, hearing aid and camera batteries, and other single-use batteries) in sealed, clear, and tear resistant, bag, place out during Clean Up Day or take to the HHW Station. <i>Auto, lithium, and lithium-ion batteries are not accepted curbside; but are accepted at the Household Hazardous Waste Station.</i> Contact the Palo Alto HHW program at (650) 496-5910.
Junk (Large Item) Pick-Up	X		Two free Clean Up Days per calendar year (on pre-scheduled dates) where residents can put 3 large items on curbside. For MFDs, property managers determine if complex participates in this program. Large item pick-up is also available for a fee. Call GreenWaste of Palo Alto for more information.
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 before 12/31/2021. After 1/1/2022 take to Shoreway Environmental Center or Mission Trail Transfer 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 before 12/31/2021. After 1/1/2022 take to Shoreway Environmental Center or Mission Trail Transfer 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 (bag in clear bag), paperback books, maps, newspaper, magazines and more.
Motor Oil	X		Place in clear one-gallon plastic container with secure top and place a curb during Clean Up Day or take to the HHW Station. For larger quantities contact the Palo Alto HHW program at (650) 496-5910.
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. Place at curb during Clean Up Day or take to the HHW Station.
Plastics (#1-#7)	X		Most types, with or without a number should go into the blue cart. Bottles, buckets, flowerpots, food containers, toys, shelving, laundry baskets, etc. NO PVC pipe. NO small pieces (e.g., utensils, straws, stir sticks, bread ties, caps – put back on bottle and then ok) PLA plastic should go into the green cart.
Expanded Polystyrene (Plastic #6)		X	
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, compostable utensils). Must be labeled “compostable” or “PLA.”

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City of Palo Alto 2021-2022

Garbage and Recycling Services Fact Sheet

Cooking Oil	Green Cart		Small amounts of oil and grease are fine. Use paper towels or other compostable items to absorb/contain them and then place them in your green compost cart. Large amounts must be collected in a sealed container and taken to the HHW Station. Contact the Palo Alto HHW program at (650) 496-5910.
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 such as a milk, juice or ice cream carton, paper bag, or compostable plastic bag. Do not place industrial cooking oil in the green cart.
Pizza Boxes	Green Cart		Place pizza boxes and other soiled paper directly in the green compostable cart loose. Do not place pizza boxes into the blue 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 such as a milk, juice or ice cream carton, paper bag, or compostable plastic bag. Do not place diapers into the green cart
Yard Trimmings	Green Cart		Materials up to two inches in diameter and four feet in length. No dirt, sod, rock, tan bark, stumps, construction lumber, bamboo, pampas grass, palm, yucca, flax, cactus, poison oak, or manure.

City of Palo Alto 2021-2022

Garbage and Recycling Services Fact Sheet

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).
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.
Film Plastic	X		Bags, plastic wrap, bubble wrap (place in a clear plastic bag and knot the top of the bag)
Fluorescent Bulbs		X	Must be taken to HHW Station for proper recycling. Contact the Palo Alto HHW program at (650) 496-6980
Glass	X		Bottles and jars. No porcelain, china, ceramics, window glass, mirrors, Pyrex, or light bulbs.
Household Batteries		X	Residents can take household/dry cell batteries (e.g. AAA, AA, C, D, 9 volt, hearing aid and camera batteries, and other single use or rechargeable batteries) to HHW Station. Contact the Palo Alto HHW program at (650) 496-5910. This includes auto, lithium, and lithium-ion batteries.
Junk (Large Item) Pick-Up		X	Clean Up Days are available for MFDs if the property manager chooses to participate in the program.
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 before 12/31/2021. After 1/1/2022 take to Shoreway Environmental Center or Mission Trail Transfer Station.
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 before 12/31/2021. After 1/1/2022 take to Shoreway Environmental Center or Mission Trail Transfer 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, magazines, newspaper and more.
Motor Oil		X	No curbside collection. Accepted at multiple locations in Palo Alto or at the HHW Station. Contact the Palo Alto HHW program at (650) 496-5910
Oil Filters		X	No curbside collection. Accepted at multiple locations in Palo Alto, at the HHW Station. Contact the Palo Alto HHW program at (650) 496-5910
Plastics (#1-#7)	X		Most 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. NO small pieces (e.g., utensils, straws, stir sticks, bread ties, caps – put back on bottle and then ok) PLA plastic should go into the green cart.
Expanded Polystyrene (Plastic #6)		X	

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City of Palo Alto 2021-2022

Garbage and Recycling Services Fact Sheet

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Cooking Oil	Green Cart	Small amounts of oil and grease are fine. Use paper towels or other compostable items to absorb/contain them and then place them in your green compost cart. Large amounts must be collected in a sealed container and taken to the HHW Station. Contact the Palo Alto HHW program at (650) 496-5910.
Food Scraps	Green Cart	Place all food scraps (e.g., vegetables, fruits, grains, coffee grounds, dairy, meat, bones, shells, small quantities of oil) directly in the green cart loose or in a compostable container such as a milk, juice or ice cream carton, paper bag, or compostable plastic bag.
Pizza Boxes	Green Cart	Place pizza boxes and other soiled paper directly in the green compostable cart loose. Do not place pizza boxes into the blue 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 such as a milk, juice or ice cream carton, paper bag, or compostable plastic bag. Do not place diapers into the green cart.
Yard Trimmings	Green Cart	Materials up to two inches in diameter and four feet in length. No dirt, sod, rock, tan bark, stumps, construction lumber, bamboo, pampas grass, palm, yucca, flax, cactus, poison oak, or manure.