



## City officials: Trash collection “essential service”

Recology completing scheduled routes, emptying customer bins to help keep S.F. clean

For the most up-to-date info on hours of operation, services, programs, and closures, go to [Recology.com](https://www.recology.com)

When San Francisco officials issued a shelter-in-place order to quell the coronavirus, they announced trash collection was vital to our city and would continue. Recology drivers and recycling sorters remain on the job to complete their routes and keep San Francisco’s recycling moving.

Recology managers ordered additional cases of personal protective supplies for our workers early in the crisis. In accordance with Mayor London Breed’s recent directive, all collection drivers and other essential personnel will be wearing masks while out in public and on the job.

We also implemented staggered start times for collection shifts to minimize person-to-person contact. Under this policy, many collection routes are starting earlier than usual. So please put all your bins out the night before your scheduled collection day(s) to ensure pick up.

All of us at Recology recognize our vital role in maintaining public health and care greatly about the communities we are privileged to serve.

Collection driver Aaron Meier said it best in his tweet, which inspired 500,000 responses:

“Right now I am feeling an extra sense of pride and purpose as I do my work. I see people, my people, of my city, peeking out their windows at me.



Recology collectors, like Dave Pretari (left), are completing their daily routes.

### Sorting is safety – Simple steps to be safer, better recyclers

- Break down cardboard and paper boxes to conserve space in your recycling bin.
- Keep all bin lids shut to prevent items from littering streets.
- Put all Recology bins (blue, green, and black) out the night before your collection day to ensure pick up.
- Maintain social spacing from trash collectors to help protect both customers and collectors.
- Do not bag recyclables. Placing them loose in your blue bin makes them easier to sort.
- Keep liquids and food scraps out of your recycling bin to maintain the quality of recycled paper.
- Empty bathroom and other wastebaskets often. Tissues go in the black bin. The TP cardboard roll goes in your blue bin.
- Compost all food scraps in the curbside composting collection (green) bin.

They’re scared, we’re scared. Scared but resilient.

“Us garbagemen are gonna keep collecting the garbage, doctors and nurses are gonna keep doctoring and

nursing. It’s gonna be ok, we’re gonna make it be ok. I love my city. I love my country. I love my planet Earth. Be good to each other and we’ll get through this.”



## New coloring & puzzle book Download free to entertain, teach kids about recycling

Looking for free tools that entertain and teach kids about recycling?

Coloring while learning about resource conservation is a great option, especially now that students are home because of school closures.

To support kids’ curiosity and interest in the environment, Recology teamed up with artist and illustrator, Sirron Norris to produce a dynamic coloring and puzzle book. It features cartoon

characters, drawn by Sirron, engaged in recycling and composting and embracing simple actions that reduce waste.

We also produced a companion teacher’s guide that is an excellent resource for parents.

You can download the book and the guide and see a video of Sirron working with kids at [Recology.com/ColoringBook](https://www.recology.com/ColoringBook).

The best way to contact us is through email: [CustomerService@RecologySF.com](mailto:CustomerService@RecologySF.com)

# On the job, out of public view

## These workers help keep S.F. top recycler in nation

As most of us shelter in place trying to stay healthy and help stem the spread of COVID-19, many people continue to show up at their jobs to keep society functioning. Among them are Recology recycling sorters, composting workers, mechanics, customer service representatives, and other employees who perform key duties behind the scenes.

**"While some cities and trash companies pause recycling in the face of challenges, we continue to keep San Francisco's recycling moving,"** said Maurice Quillen, general manager of Recology San Francisco.

This year we mark 100 years of service to San Francisco. Our commitment to providing superior customer service is always present, especially during challenging times. We do all the things we do today because there will be another 3,000 tons that must be collected, recycled, composted, and transported tomorrow. We do it to serve our city and our customers, and in doing so, to provide for our families.

To achieve this during the time of coronavirus, all Recology workers maintain social distancing while on the job. They are given personal protective equipment and supplies, including new masks, extra gloves, and hand sanitizers. We installed 30 additional handwashing stations, and we clean shared surfaces in trucks and throughout operating facilities every day.



We employ 175 workers at Recycle Central on Pier 96 to staff sort lines and perform all the other functions necessary to separate 650 tons of mixed recyclables that we collect daily in San Francisco into 14 different materials.

Sorting recyclables is a tough and dirty job, but one that San Francisco counts on us to do. Ayanna Banks knows. Ayanna, who has worked 20 years for Recology, started in customer service and now is a sorter at Recycle Central.



Sorters on the job at Recycle Central.

**"We are doing our part in this time of crisis to keep our city and families safe and healthy. We can stand as proud employee-owners knowing we do our job with determination and skill,"** said Ayanna.

Mechanics, who staff Recology maintenance shops and keep specialized equipment running at recycling facilities, also complete their demanding duties while honoring precautions guarding against the virus. They keep our large fleet of collection trucks on the road so drivers can empty customers' bins.

Customer service representatives continue to work from our San Francisco service center to access the secure computer systems and databases at their workstations. They field more than 1,500 customer calls and emails a day, update hundreds of records, and communicate with route supervisors and trash collectors.

To maintain social distancing while at work, Recology customer service

residents have followed the directive to shelter at home. That means more home cooking. San Franciscans are champions of composting coffee grounds, vegetable peelings, and other food scraps via the green bin program.

Drivers continue to tip the contents of those bins into neighborhood route trucks, and composting workers continue to turn customers' food scraps into nutrient-rich compost for use on local farms and vineyards.

**"We feel a strong commitment to continue to do what's expected of us. That includes composting organics,"** said Greg Pryor, general manager of Recology composting operations. "We will continue to provide this service, it's the right thing to do."

We also employ long-haul drivers, loader operators, and forklift drivers in San Francisco. The long-haulers drive 18-wheel transport trucks that move recycled materials to mills and factories, food scraps and

yard trimmings to compost facilities outside the city, and trash to the landfill. The loader operators drive tractors that scoop up mixed recyclables and load them onto recycling conveyor belts. The forklift operators load finished bales of recycling onto transport trucks.

All these workers continue to come to work and apply precautions to avoid the virus. Though much of their work is out of public view, all Recology workers feel responsible to their customers. Years of experience have taught us to prepare for the unexpected. Our company work ethic stands on two fundamental pillars: We take care of our customers. And we recycle as much as possible to reduce tons sent to landfill.

← **Recology workers continue to turn customers' food scraps into nutrient-rich compost.**

**Ayanna Banks is proud her colleagues are doing their part for San Francisco. →**



employees stagger shifts to limit the number of workers in the office at one time.

**"Our CSRs are happy to be doing their part to take care of their customers and communicate with the drivers to help keep the city clean,"** said Darryl West, regional customer service manager.

San Francisco leads the nation in curbside collection of food scraps and yard trimmings for composting. Through the coronavirus crisis, most

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