

## SERVICE CHANGES FOR CURBSIDE COLLECTION

The updated County of Santa Clara Shelter-in-Place Order, effective April 1, has new guidelines that will require a change in the handling of extra material during collection to minimize Recology employees' contact with material for their health and safety.

**Effective Monday, April 6, through the end of the Shelter-in-Place order, Recology will not service material outside of residents' carts in order to limit exposure to drivers.** Any extra trash bag or recycling left outside the cart will not be collected.

If you have an extra trash bag or recycling that does not fit inside your cart on your regular service day, you may call to arrange for an extra collection. Extra collections will take place soon after your regular service day. To arrange an extra collection:

- Within 24 hours after your regular collection has taken place, contact the Recology customer service department at (650) 967-3034 or email [ContactusRMV@recology.com](mailto:ContactusRMV@recology.com) to schedule an extra collection.
- Place your extra bag of trash, cardboard and/or extra recycling in either your **trash** or **compost cart** (which can more easily accommodate cardboard). The material will be sorted at the SMaRT Station to recover recyclables.

Follow these tips to maximize your cart space:

- Cut up cardboard boxes to maximize space in your recycling cart.
- Save room in your trash cart by putting all food scraps and all food-soiled paper in the compost cart, including pizza boxes.
- If your recycling cart is full but you have leftover capacity in your trash cart, you can put recyclables in the trash cart so that both are full on your regular service day. If you have space, store cardboard or other recyclables to put out in your recycling cart when it has capacity. This will help reduce the number of extra collections needed.

Residents will need to store batteries, fluorescent bulbs, cooking oil, and motor oil until regular services resume. **Do not place these items in any cart.**

### **CART SOCIAL DISTANCING: SET OUT CARTS 18 INCHES APART**

So that drivers do not have to exit the truck and make contact with carts to reposition for collection, please set out carts 18-21 inches apart. If you do not have room at the curb, you can place carts in front of your driveway if there will be no one entering or leaving your driveway at that time. Please refer to this picture as a guideline.



Recology Employees are providing an **Essential Service** to the City of Mountain View. City staff and the Recology team are working to prevent exposure to employees, customers, and the City while maintaining this service. We appreciate your cooperation.

