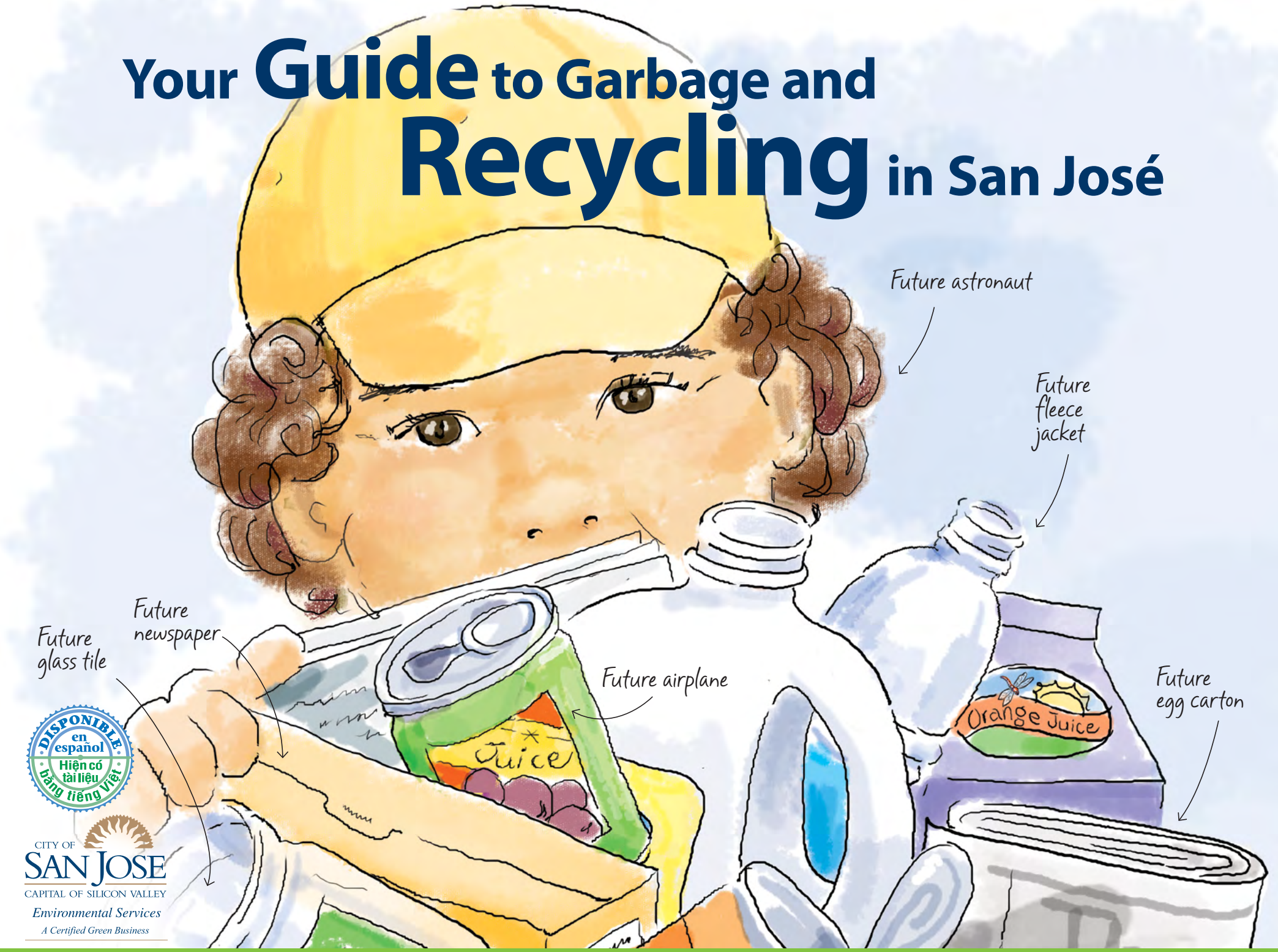
# Your Guide to Garbage and Recycling in San José




DISPONIBLE en español
Hiện có tài liệu bằng tiếng Việt

CITY OF SAN JOSE
CAPITAL OF SILICON VALLEY
Environmental Services
A Certified Green Business

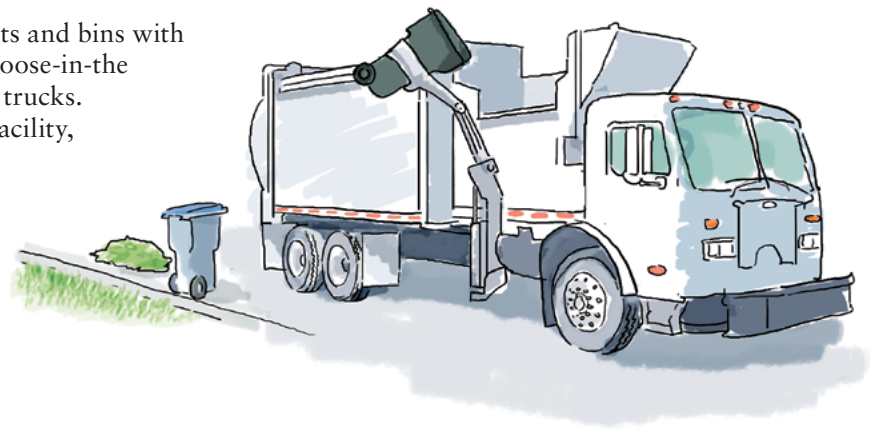
The future is in your hands

# From Your Home to New Products

**After you prepare your material for collection, it's time for us to do our part. We use cutting-edge technology and innovative collection and sorting methods to bring you the most efficient, convenient service.**

## Collection

All of San José's garbage and recyclables are collected by automated trucks which lift heavy carts and bins with mechanical arms or lifters. Yard trimmings carts are also collected by automated trucks while loose-in-the street yard trimmings are collected by a combination of modified tractors and rear-end loading trucks. When the trucks are full, drivers take garbage to a landfill, recyclables to a materials recovery facility, and yard trimmings to a composting facility.



At single-family homes, hauling companies may choose to collect garbage and recyclables in separate trucks or in a single split-body truck that has a divider to keep garbage and recyclables separate. **Regardless of the collection method, garbage and recycling materials are never mixed in the trucks or at the facilities where they are taken.**

## Sorting and Processing

At the materials recovery facility, a system of belts, screens, electromagnets, and blasts of air separate paper, plastics, glass, aluminum, and other materials.

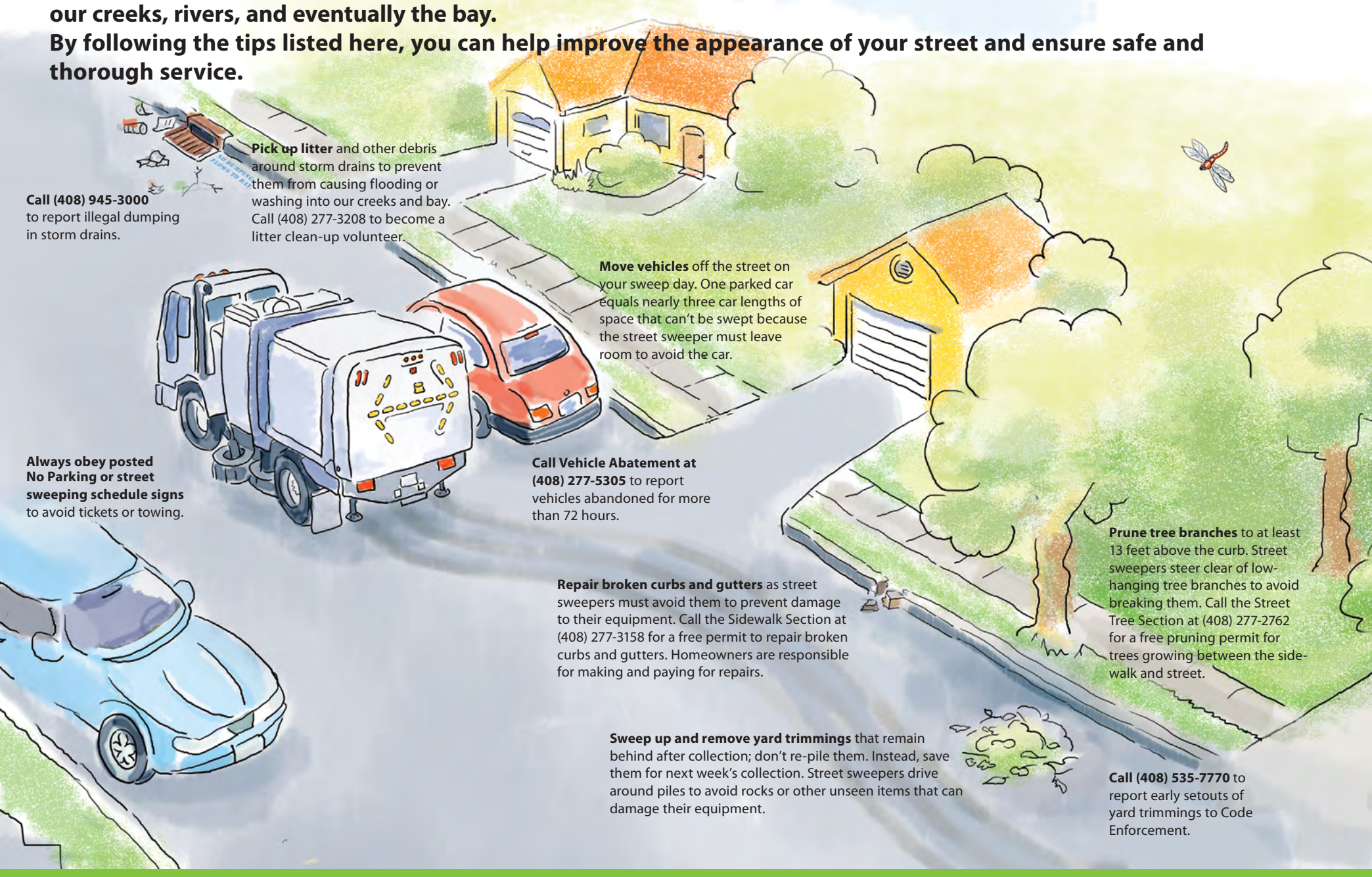
At the composting facility, yard trimmings are shredded and placed into 400-foot-long rows and turned one to two times per week for 14-18 weeks. While much of the sorting and processing is automated, workers help separate certain materials by hand. Remembering to dispose of your recyclables and yard trimmings correctly helps protect these workers' health and safety (e.g., do not place needles, chemicals, or propane tanks in the recycling cart ; do not place construction wood in yard trimmings). Bales and bins of sorted materials are then sold as resources for new products and finished compost is sold for agricultural and landscaping use.

## New Products

Your recyclables and yard trimmings are made into new products that we see and use every day. Examples are cardboard from mixed paper, park benches and playground equipment from milk jugs, fleece clothing from plastic bottles, and mulch compost, soil amendment and planter mix from yard trimmings.

# Street Sweeping

**Residential streets are swept once a month to remove small pieces of visible debris, fluids and metals left behind by vehicles. These particles can be extremely harmful to fish and other wildlife if they enter storm drains and flow to our creeks, rivers, and eventually the bay.**
**By following the tips listed here, you can help improve the appearance of your street and ensure safe and thorough service.**



**Call (408) 945-3000** to report illegal dumping in storm drains.

**Pick up litter** and other debris around storm drains to prevent them from causing flooding or washing into our creeks and bay. Call (408) 277-3208 to become a litter clean-up volunteer.

**Move vehicles** off the street on your sweep day. One parked car equals nearly three car lengths of space that can't be swept because the street sweeper must leave room to avoid the car.

**Always obey posted No Parking or street sweeping schedule signs** to avoid tickets or towing.

**Call Vehicle Abatement at (408) 277-5305** to report vehicles abandoned for more than 72 hours.

**Repair broken curbs and gutters** as street sweepers must avoid them to prevent damage to their equipment. Call the Sidewalk Section at (408) 277-3158 for a free permit to repair broken curbs and gutters. Homeowners are responsible for making and paying for repairs.

**Prune tree branches** to at least 13 feet above the curb. Street sweepers steer clear of low-hanging tree branches to avoid breaking them. Call the Street Tree Section at (408) 277-2762 for a free pruning permit for trees growing between the side-walk and street.

**Sweep up and remove yard trimmings** that remain behind after collection; don't re-pile them. Instead, save them for next week's collection. Street sweepers drive around piles to avoid rocks or other unseen items that can damage their equipment.

**Call (408) 535-7770** to report early setouts of yard trimmings to Code Enforcement.

# Sorting Your Waste: WHAT GOES WHERE?

## Recycle

Remember to:
1. Empty and lightly rinse all containers.
2. Flatten cartons and boxes.
3. Secure shredded paper and textiles inside a clear plastic bag.

### Cans & Cartons

- Beverage cartons and boxes (e.g., juice, milk, cream)
- Tin, aluminum, and steel cans and lids:
  - Food and beverage cans (e.g., soda, tuna, soup, pet food)

### Paper & Cardboard

- Cardboard, shoe boxes, cereal and cracker boxes (remove liners)
- Catalogs, magazines, newspapers
- Egg cartons
- Gift wrap (no metallic/foil)
- Mail, envelopes, advertisements (gloss OK, plastic windows OK)
- Office paper (e.g., construction paper, printer paper)
- Paper bags, shopping bags (remove handles)
- Telephone books

### Scrap Metals

- Aluminum foil (clean)
- Appliances, small metal (e.g., toaster, waffle iron, blender)
- Metal lids and caps from glass bottles, keys
- Empty paint cans and lids (separated)
- Metal pots and pans
- Aerosol cans (empty)

### Glass

- Brown, clear, and green glass bottles and jars
- Food and beverage containers (e.g., soda, wine, mayonnaise)

### Plastics

- All plastic items labeled 1-7 inside chasing arrows*
- Soda, water, mouthwash, and mustard containers
- Detergent bottles, flower pots, milk jugs, shampoo bottles, spray bottles, yogurt and margarine tubs
- PVC pipe, hard plastic toys, compact disc cases
- Medicine bottles, squeezable bottles (e.g., honey)
- Large reusable water bottles, juice jugs

* *Return plastic bags to grocery store for recycling. Polystyrene foam goes in garbage cart.*

### Textiles

- Clean cotton, linen, polyester, rayon and wool fabrics:
  - Blankets, sheets, clothes

## Garbage

These materials go to the landfill.

### Home & Garden

- Ceramics, drinking glasses
- Incandescent light bulbs
- Hangers
- Garden hoses
- Pillows, stuffed animals
- Pumpkins, fruits and vegetables*

* *May also compost these materials at home. Call (408) 918-4640 for FREE compost workshop and bin sale information.*

### Building/ Construction

- Lumber, concrete and rocks (break into small pieces; cart may not exceed 60 lbs)
- Carpet (cut into pieces; cart lid must close)
- Windows, mirrors

### Paper

- Soiled paper and napkins
- Padded envelopes, photo paper
- Paper take-out containers, pizza boxes

### Polystyrene Foam

- Cups, plates and take-out containers
- Egg cartons, meat trays
- Foam packing materials, packing "peanuts" (tie securely in plastic bag)

### Other

- Ashes (tie securely inside two plastic bags once ashes have cooled)
- Diapers, shoes
- Pet waste and cat litter (tie securely in a plastic bag)

## Other

### Yard Trimmings

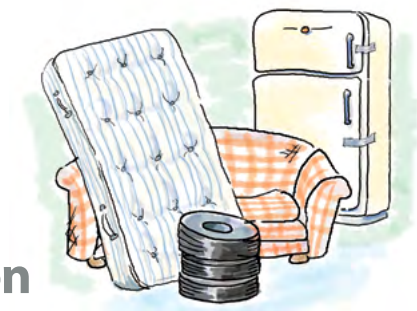
- Branches (Pieces should be 5 feet or shorter and 6 inches or less in diameter for piles. If placed in cart, pieces should fit loosely inside and allow the lid to close.)
- Prunings and clippings (e.g., flowers, grass, leaves, palm fronds)
- Sod (remove as much soil as possible)
- Christmas trees (Natural or flocked trees accepted. Remove stands, tinsel, and decorations. Cut trees into 5-foot pieces or shorter, and place them in the street.)

### Household Hazardous Waste and E-Waste

Hazardous materials and electronic waste do not belong in your garbage or recycling cart. Call (408) 299-7300 or visit www.hhw.org to schedule a FREE drop-off-appointment to properly dispose of the following items:

- Automotive fluids
- Batteries (all types)
- Chemicals (e.g., solvents, household cleaners, degreasers, pesticides and fertilizers, pool/spa cleaners)
- *Electronics (e.g., microwaves, answering machines, cellular and home phones, computers, radios, calculators, TVs and VCRs)
- Medical Waste (e.g. syringes, hypodermic needles, sharps)
- Miscellaneous: mercury thermometers, paint and wood stains, fluorescent light bulbs
- Pressurized tanks (e.g., fire extinguishers, aerosol cans, helium, propane)

* *Electronics are also accepted in the Large Item Collection service. See below for more information.*



### Large Item Collection

For a small fee, up to three large items — such as tires, sofas, refrigerators, TVs, and electronics — can be collected at curbside if you live in a single-family residence. A box of several small electronics counts as one item. Call your hauler to schedule the large item collection; see back cover for hauler phone numbers.

If you live in an apartment or condo, contact your property manager to arrange a special pick-up.

## If you aren't sure whether something is recyclable or not, ask yourself:

**Can it be REUSED?**
- YES → Give it to a friend or charitable organization; have a garage sale.
- NO →

**Can it be RECYCLED at curbside? (Check the list at left)**
- YES → Put it in your recycling container.
- NO →

**Does it require SPECIAL HANDLING?**
- YES → **For hazardous or large/heavy items, see sections above.**
- NO → Still not sure? → Visit **www.recyclestuff.org** or call the Recycling Hotline at **(408) 924-5453** for help.

**If it can't be reused or recycled — by us or someone else — put the item in the garbage cart.**
***By keeping garbage out of the recycling cart, you help make sure San José's recyclables are the highest quality possible for reuse.***

# Collection & Setout: SINGLE-FAMILY HOMES

**Safe, clean and efficient collection depends on your curbside setout.**

### YARD TRIMMINGS

Place yard trimmings loose in the street or in a subscription cart. If your cart is full, place extra yard trimmings loose in the street. Piles should be no larger than 5 feet by 5 feet, 1 foot from the curb, and at least 5 feet from other piles, carts, or parked cars. To order a cart, call (408) 535-3500.

*Please note: Loose-in-the-street collection is not available in all areas.*

### USED MOTOR OIL & FILTERS

Recycle used motor oil and oil filters at curbside. Use free hauler-issued oil jugs and filter bags to prevent leaks. Place filled oil jugs and bags on the curb near your recycling cart. The truck driver will leave empty replacements. Oil mixed with other automotive fluids will not be collected. To order free oil jugs and filter bags, call (408) 535-3500.

### EXTRA RECYCLABLES & CARDBOARD

Place extra recyclables in clear plastic or paper bags on the curb near the recycling cart. Flatten and cut cardboard so it fits loosely inside your cart. If you have more cardboard than your cart will hold, flatten and cut it into pieces no larger than 4 feet by 4 feet, and lean them against the cart.

### CARTS

Do not overfill carts. Lids must be completely closed.

Avoid putting your carts and yard trimmings piles in bike lanes or next to red curbs.

### EXTRA GARBAGE

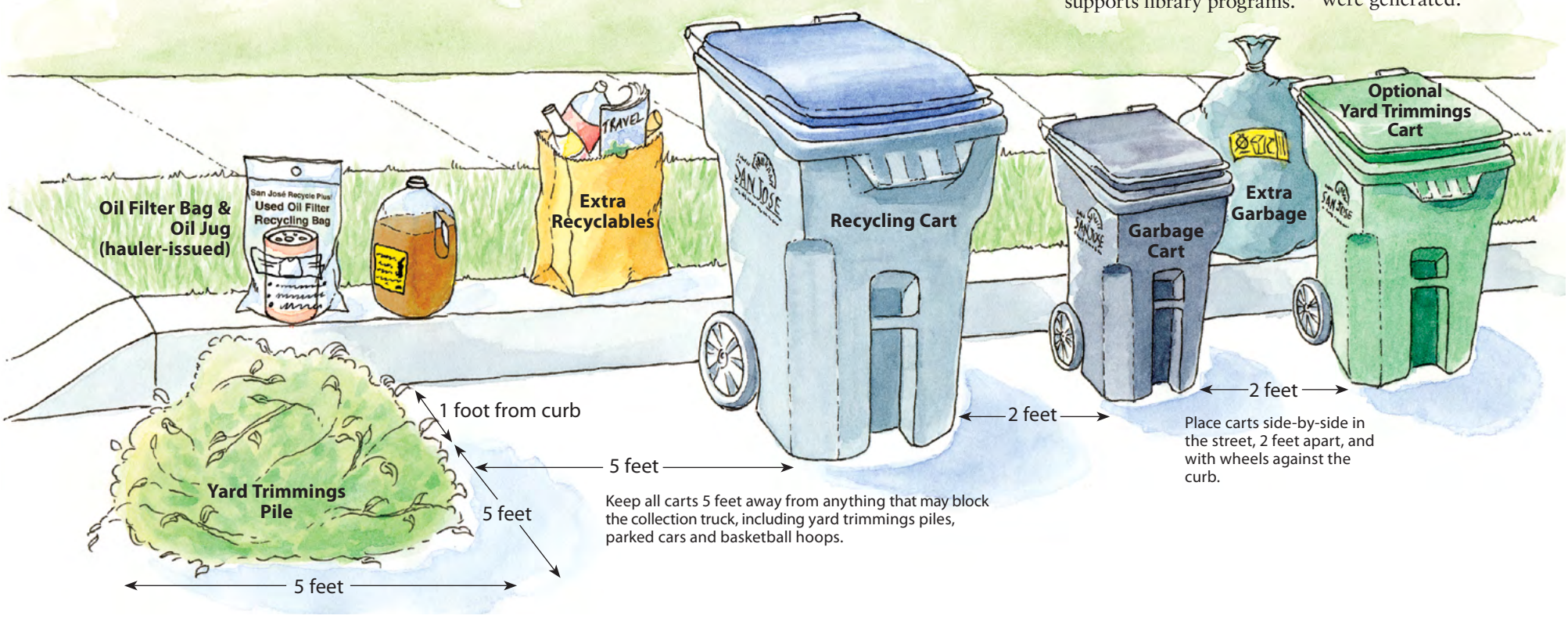
Place extra garbage in a 32-gallon plastic garbage bag labeled with an Extra Garbage Sticker on the curb near the garbage cart. You may buy Extra Garbage Stickers at all libraries, Save Mart, Lucky, and Safeway stores in San José, or at the Customer Service Center on the first floor of San José City Hall. A portion of the sticker sales at San José libraries supports library programs.

### COLLECTION SCHEDULE

Weekly collection for all material occurs between 6 AM and 6 PM. Set out carts and yard trimmings piles:

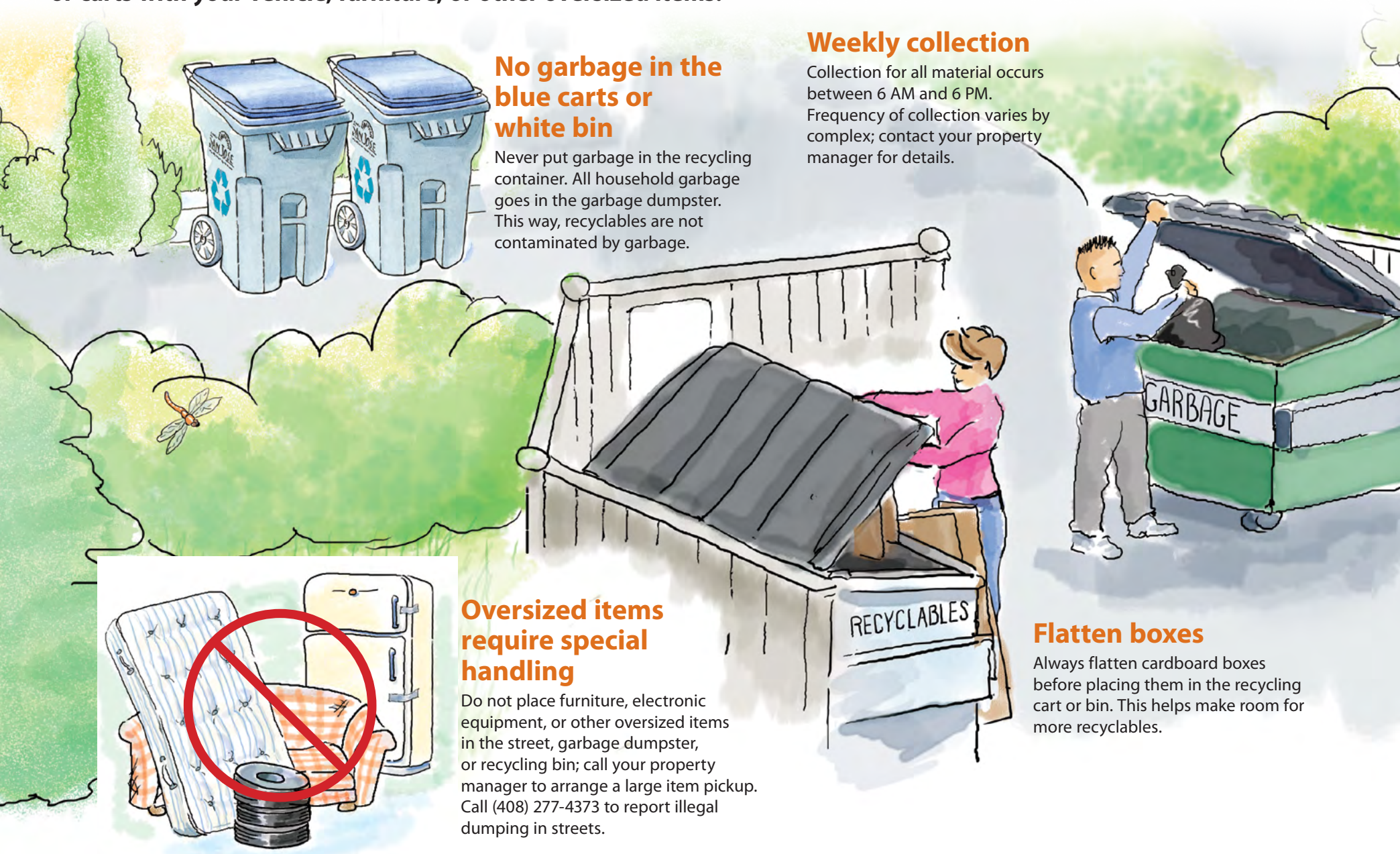
- no later than 6 AM on your collection day, and
- no more than 24 hours before your collection day.

To avoid illegal dumping citations, only set out yard trimmings materials at the property from where they were generated.




# APARTMENTS & CONDOS

**Place your garbage in the GREEN dumpster and your recyclables in the WHITE bin or BLUE carts. Bins and carts must always be accessible for easy collection by the hauling trucks — never block the bins or carts with your vehicle, furniture, or other oversized items.**




## No garbage in the blue carts or white bin

Never put garbage in the recycling container. All household garbage goes in the garbage dumpster. This way, recyclables are not contaminated by garbage.

## Weekly collection

Collection for all material occurs between 6 AM and 6 PM. Frequency of collection varies by complex; contact your property manager for details.

## Oversized items require special handling

Do not place furniture, electronic equipment, or other oversized items in the street, garbage dumpster, or recycling bin; call your property manager to arrange a large item pickup. Call (408) 277-4373 to report illegal dumping in streets.

## Flatten boxes

Always flatten cardboard boxes before placing them in the recycling cart or bin. This helps make room for more recyclables.

# Single-Family Homes

## Contact Information

**CUSTOMER CONTACT CENTER (408) 535-3500**
Call for account inquiries, questions about your street sweeping and collection schedule, premium on-premise collection service, or to apply for one of our Garbage Rate Assistance Programs — open to those who are eligible for low-income rate assistance, medical exemption rate reduction, disabled on-premise service, and other hardship situations.

**WASTE COLLECTION COMPANIES**
Call your waste collection company to report a damaged cart, missed collection or other service need listed below:

**Garden City Sanitation (408) 988-4500**
Garbage collection for downtown, and north, east, and south San José

**California Waste Solutions (408) 213-7800**
Recycling; large item collection; and to request jugs and bags for used motor oil in downtown, and north, east, and south San José

**GreenWaste Recovery (408) 283-4800**
Yard trimmings collection and street sweeping for all of San José

**GreenTeam (408) 282-4400** Garbage, recycling, large item collection, and to request jugs and bags for used motor oil in west San José

## Bill Payment Options

**ONLINE** Visit our website, www.sanjoseca.gov/customerservice or make arrangements with your own bank for Internet banking service.

**WITH AUTOMATIC PAYMENT** Automatic Payment Service (APS) automatically withdraws your payment from your bank account. Complete the APS application form available on sanjoseca.gov/recycling-garbage or by calling the Customer Contact Center.

**BY MAIL** City of San José Finance Department, Utility Billing Services, P.O. Box 80032, Prescot, AZ 86304-8032

**VIA DROP BOX** San José City Hall, 200 East Santa Clara Street, at the entrance by Sixth and Santa Clara Streets. Payments with money orders, personal checks, or cashier's checks can be deposited in the Drop Box. Always include your bill stub along with your payment. Never place cash in the Drop Box.

**BY PHONE** Call (408) 535-3500 from 8 AM – 5 PM, Monday – Friday to pay with credit card, debit card, or directly from your bank account. Have your account number ready.

**IN PERSON** Pay by cash, check, money order, credit card or debit card from 8:30 AM – 5 PM, Monday – Friday at San José City Hall, Customer Service Center, 200 East Santa Clara Street, 1st Floor.

## Holiday Service

Garbage, recycling and street sweeping services are normal on all holidays except Thanksgiving, Christmas, and New Year's Day. When these holidays fall on a weekday, services will be one day later throughout the rest of that week. For example, if a holiday falls on a Thursday, Thursday services would occur on Friday, and Friday services would occur on Saturday.

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# Apartments & Condos

## Contact Information

**RESIDENTS:**
Contact your property manager to report illegal dumping; missed collection, graffiti, broken or overflowing dumpsters and bins; or to schedule a large item pickup or yard trimmings collection.

**PROPERTY MANAGERS AND OWNERS:**
Call Green Team at (408) 282-4400 to report missed collection; schedule Large Item Collection appointments; request dumpster, bin or cart repairs and size changes; request free multi-lingual posters and educational materials or on-site recycling presentations for residents; request a free assessment of your complex's recycling and garbage service needs and potential for cost savings.

Call Green Waste Recovery at (408) 283-4800 to arrange free on-street yard trimmings collections

Call the San José Customer Contact Center at (408) 535-3500 for account inquiries and payments.

In accordance with the Americans with Disabilities Act, City of San José Environmental Services Department materials can be made available upon request in alternative formats, such as Braille, large print, audio tape or computer disk. Requests may be made by calling (408) 535-3500 (v) or (800) 735-2929 (CRS).

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**sanjoseca.gov/recycling-garbage**