

Services starting July 1, 2022

Los servicios comienzan el 1º de julio del 2022

Dịch vụ bắt đầu Ngày 1 Tháng Bảy, 2022

Residential Recycling and Trash Program Services Guide

Guía de servicios del programa residencial de basura y reciclaje

Sách Hướng Dẫn Dịch Vụ Chương Trình Tái Chế và Rác Thải cho Khu Dân Cư

877.328.2074 | RepublicServices.com/SantaAnaCA



REPUBLIC
SERVICES



Santa Ana recycles

You make the difference!

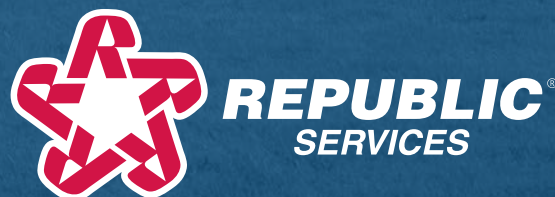
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This guide explains important information about the new recycling and trash collection services for Santa Ana residents starting **July 1, 2022**.

*Esta guía explica información importante sobre la transición a nuevos servicios para todos los residentes a partir del **1 de julio de 2022**. Para leer en español, consulte la página 17.*

*Sách hướng dẫn này giải thích các thông tin quan trọng liên quan đến dịch vụ mới về thu rác và tái chế cho cư dân Santa Ana bắt đầu từ **Ngày 1 Tháng Bảy, 2022**. Để có thông tin bằng tiếng Việt, hãy xem trang 32.*



Welcome to the Republic Services Family!

Republic Services is proud to be your new recycling and trash collection services partner. We are committed to providing reliable services and exciting environmental initiatives. Republic Services is a leader in environmental services with operations across North America.

Last year, the City of Santa Ana sought competitive proposals from multiple recycling and trash collection service providers to bring Santa Ana residents new programs and solutions to meet California's recycling laws. After an extensive review process, the City selected Republic Services and entered into a multi-year agreement with service that will begin July 1.

Republic Services is dedicated to the Santa Ana community and committed to ensuring a smooth transition with quality customer service and environmental leadership.

Local Office

- ▶ Republic Services has an office in Santa Ana, located at 2700 N. Main Street, Suite 1000, in the Wells Fargo Building. Staff is available to answer your questions.



Important Dates

March – June, 2022

- ▶ Delivery of new Republic Services carts and removal of Waste Management (WM) carts will occur on one of your normal trash collection days.
- ▶ WM will continue to provide your collection service of your new Republic Services carts through June 30.
- ▶ Call WM at **714.558.7761** for service requests during this time.
- ▶ WM's last service day will be June 30.

Beginning July 1, 2022

- ▶ Republic Services will begin servicing your recycling, trash and organics carts.
- ▶ Independence Day will be observed on Monday, July 4. Services for the remainder of the week will be delayed one day.
- ▶ Call Republic Services at **877.328.2074** for customer service beginning July 1.

New Collection Services

Service Day

Your current collection service day will remain the same. Three different trucks will collect each cart separately, and collection will occur throughout your service day.

Cart Sizes

The standard cart size is **96 gallons**. Smaller carts are available in **35-gallon** and **64-gallon** sizes. Rates do not vary based on cart size.



96-gallon
40.7" H x 28" W x 32.1" D
Holds ten 13-gallon
trash bags



64-gallon
39.1" H x 24.4" W x 27.5" D
Holds six 13-gallon
trash bags



35-gallon
36" H x 19.7" W x 26.3" D
Holds three 13-gallon
trash bags

(Cart color shown is for recycle only.)

Additional Carts

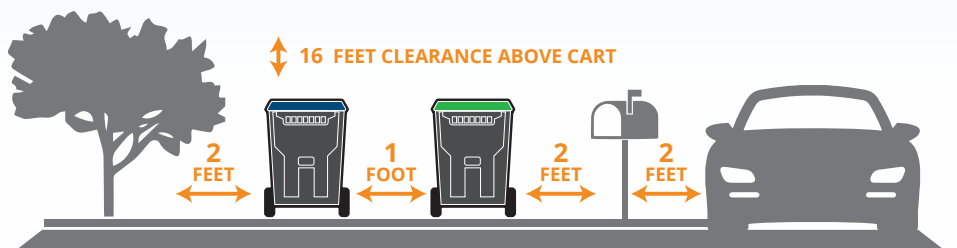
Additional carts are available for a monthly rate of \$5.85 for each additional trash cart, \$2.00 for each additional recycle cart, and \$2.00 for each additional organics cart. To request additional carts, call Republic Services at **877.328.2074**.

Cart Exchanges & Replacement

Lost or damaged carts will be replaced at no charge by calling **877.328.2074**. Carts that show intentional signs of damage may be subject to a cart replacement fee. Residents are responsible for the cleanliness and sanitation of carts. Steam cleaning is available for a fee.

Cart Placement Recommendation

Place carts at the curb with the handles facing your home, no earlier than 4:00 p.m. the day prior to collection. Ensure the carts are at least two feet from cars, mailboxes and other objects, and one foot from other carts. Put carts away before midnight on your collection day after they have been serviced.



Contamination Monitoring

Senate Bill 1383 requires that residential carts and commercial bins be inspected and monitored for contamination. Contamination occurs when incorrect items are placed into carts. Follow the directions on the cart lids for proper sorting. If contamination is found in any of your carts, a courtesy pickup notice will be left on your cart. On the fourth and subsequent occasions of reported contamination, fees may be assessed. **To learn more about Senate Bill 1383, see page 6.**

Walkout Service

Disabled residents may receive walkout service at no additional charge. To enroll, call **877.328.2074** or visit **RepublicServices.com/SantaAnaCA** to submit a form online. A DMV-issued disabled person placard, license plate, or letter from a licensed physician certifying that the resident is unable to move their carts is required. The resident must certify that there is no other capable person living in the home. Residents may be asked to confirm walkout service eligibility annually. This service is also available to all residents for a fee.

Billing

Residential services are billed through the City of Santa Ana Municipal Utility Services Department. For questions about your bill, call **714.647.5454**.

Missed Collections

If your carts are not serviced on your service day, contact Republic Services at **877.328.2074**, and collection will be completed by the next day.

Holiday Schedule

When the following holidays are observed on a weekday, collections for the remainder of the week will be delayed one day: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Holiday Tree Collection

Holiday trees are collected curbside for recycling during the three weeks after Christmas Day at no additional charge. Trees will be picked up on your regular collection day by a different truck.

- ▶ Remove all decorations: ornaments, lights, garland, tinsel and stands.
- ▶ Place holiday trees at the curb no earlier than noon on the day before your regularly scheduled collection.
- ▶ If your tree is more than 6 feet tall, cut it in half before placing it at the curb.
- ▶ Flocked trees cannot be recycled. Cut up your flocked tree and place the pieces into your trash cart.
- ▶ If trees are not suitable for collection, a notice will be left with the reason for non-collection.

After the special collection period, cut up your tree and place the pieces into your organics cart. Be sure that the lid on the cart will close. Live wreaths and greenery can also go into your organics cart. As with your tree, remove all decorations, ribbons, lights, nails and wire. You may also request a bulky item pickup for your holiday tree.

Annual Events

We will host these free annual events:

- ▶ Paper Shredding Event
 - ▶ Compost Giveaway
 - ▶ Household Hazardous Waste Drop-Off Event
- Dates for each event will be publicized when scheduled.

Organics Recycling

New California law prohibits cities from sending organic materials to landfills.

The Law

Senate Bill (SB) 1383 – California’s Short-Lived Climate Pollutant Reduction Strategy aims to take organics out of the landfills to help reduce methane emissions. Organic materials that end up in landfills decompose creating methane gas, a greenhouse gas emission that negatively contributes to the environment.

What is organic waste?

Organic waste includes food waste, such as meat, dairy, grains, fruit, vegetables, bones, eggshells, coffee grounds, tea leaves and food-soiled paper like paper napkins, coffee filters and tea bags (minimal amounts).

Organic waste also includes yard waste like grass, leaves, small branches, shrubbery, plants, weeds, and garden trimmings. Refer to the **What Goes Where?** section for examples of acceptable and not acceptable items.

What does it mean?

Your yard waste cart is now your organics cart! Starting July 1, place food waste, food-soiled paper, and yard waste into your new organics cart.

What are the benefits?

In addition, to reducing greenhouse gas emissions, SB 1383 aims to reduce food insecurity in California with the goal of recovering 20% of edible food from businesses. Food recovery means collecting edible food that would otherwise go to waste and redistributing it to feed people in need.

What happens to the organic waste once I sort it?

Organic waste will be composted and turned into nutrient rich fertilizer. The City and Republic Services will host an annual compost giveaway for Santa Ana residents.

Contamination

SB 1383 requires contamination monitoring of all residential carts to ensure program success. Contamination occurs when you place incorrect items in recycling, organics, and trash carts. The labels on your cart lids provide examples of acceptable and not acceptable items. See the **Contamination Monitoring** section on page 5.





Kitchen Pails

Collect your food waste and minimal amounts of food-soiled paper in a container of your choice. You can also place food in a paper bag. Once filled, empty the pail, or place the paper bag into your organics cart with your yard waste.



Kitchen pails (2-gallon size) are available for purchase from Republic Services by calling **877.328.2074**.

Yes, Paper Bags!

Paper bags are allowed and can be used to collect food scraps. You may place a paper bag in the organics cart.



No Plastic Bags or Compostable Utensils

Plastic bags of any type are not acceptable, even if they are labeled as compostable or biodegradable. Compostable cups, plates, or utensils are also not acceptable.



Helpful Tips

How to Keep Your Kitchen Pail Clean

- ▶ Rinse your pail daily
- ▶ Use a paper bag to line your pail
- ▶ Baking soda and charcoal filters can help minimize odors
- ▶ Keep your food scraps in the fridge or freezer, and empty it directly into the organics cart on your service day to minimize odors

How to Keep Your Organics Cart Clean

- ▶ Line your cart with yard waste first, then place your food waste on top
- ▶ Rinse your cart regularly
- ▶ Add baking soda to the bottom of your empty cart
- ▶ Store your cart in your garage or out of direct sunlight

Food Banks and Pantry Resources

SB 1383 sets a goal to redirect edible food that is currently being thrown away. Visit www.santa-ana.org/pw/edible-food-donation-and-recovery for a list of local food pantries.

No Fats, Oils, or Grease

Fats, cooking oils, or grease are not acceptable in the organics cart. Cooled fats, oils, or grease in a sealable container are acceptable in your trash cart.





What Goes Where?

To reduce contamination, use these guidelines when sorting your recycling, organics, and trash. The blue lid is for recycling, the green lid is for organics, and the gray lid is for trash.



RECYCLE



ORGANICS



TRASH

(Your yard waste cart is now your organics cart!)



RECYCLE

Acceptable items (empty, clean and dry)

Paper & Cardboard



Metal Cans



Plastic & Glass



Not acceptable items



Dishes & Mirrors



Garden Hoses



Toys



Carpet & Rugs



Tires & Auto Parts



Hazardous Waste



Yard & Food Waste



Furniture & Appliances



Diapers & Pet Waste



Construction Waste



Clothing & Bedding



Plastic Bags & Styrofoam®

ORGANICS

Acceptable items

Yard Waste



Food Waste*



Food-Soiled Paper & Paper Bags*



**You can place food in a paper bag.*

Not acceptable items



Recyclables



Plastic Bags & Wrap



Trash & Pet Waste



Construction Waste



Fats, Oils & Grease



Hazardous Waste

TRASH

Acceptable items



Styrofoam®



Clothing & Bedding



Diapers & Pet Waste



Dishes & Mirrors



Plastic Bags & Wrap



Garden Hoses



Non-Recyclable Plastics



Toys

Not acceptable items



Recyclables



Yard & Food Waste



Hazardous Waste



Bulky Item Pickups

Residents with curbside cart collection may schedule up to four bulky item pickups, up to four items per pickup, or four 30-gallon bags of trash, or twenty 30-gallon bags of yard waste, at no charge, annually.

- ▶ Call Republic Services at **877.328.2074** to schedule a pickup.
- ▶ Items will be collected within five working days after a request is received.
- ▶ Customers that exceed the number of free pickups may receive bulky item collection for a fee.

✓ Acceptable items

- ✓ Furniture
- ✓ Appliances
- ✓ Electronics*



**See also Door-to-Door Universal Waste Collection or County of Orange HHW Collection Centers.*

✗ Not acceptable items

- ✗ Hazardous waste
- ✗ Construction & demolition waste
- ✗ Tires & car bodies
- ✗ No single item that cannot be handled by two workers will be accepted





Construction & Demolition (C&D) Waste Services



3-yard bin (80" L x 42" W x 46" H)

- ▶ Capacity: 18 standard trash bags
- ▶ Good for temporary home clean-ups



10-yard roll-off (12'8" L x 8'3" W x 4'4" H)

- ▶ Capacity: 60 standard trash bags
- ▶ Good for construction projects with heavier materials



30-yard roll-off (23'1" L x 8' W x 6'1" H)

- ▶ Capacity: 180 standard trash bags
- ▶ Good for large remodels and bulk materials

Republic Services offers a variety of temporary C&D bin disposal services for your home renovation project. Call **877.328.2074** to order a bin.

CALGreen C&D Recycling Requirements

CALGreen requires certain C&D projects to recycle and/or salvage for reuse a minimum of 65% of the non-hazardous C&D waste. Republic Services can provide C&D bins in a variety of sizes, which will achieve your CALGreen recycling compliance. Call **877.328.2074** to order a C&D bin.

Temporary Bins for Household Cleanups

Temporary bins are a great option if you are doing a home, garage or backyard clean-up project and you have more than will fit in your carts. To order a 3-yard temporary bin, call **877.328.2074**.



Household Hazardous Waste

Household Hazardous Waste (HHW) is any product in your home that could be poisonous or dangerous if improperly disposed. HHW can endanger children or pets, result in spills in your neighborhood, or cause fires in collection trucks or at disposal facilities. HHW includes car and lawn care products; paints and paint thinners; cleaning supplies; fluorescent tubes and bulbs; thermometers and thermostats; batteries; pesticides and more.

It is against the law to dispose of HHW in your recycling, organics, or trash carts, by illegally dumping, or pouring the substance down the drain. You can dispose of HHW in a variety of ways.



Door-to-Door Universal Waste Collection

Residents are eligible for free door-to-door collection of “universal waste,” including household batteries; fluorescent and compact fluorescent light bulbs; electrical or electronic items (including televisions, stereos, computers, printers, cell phones and microwaves); automotive batteries; and mercury thermometers. Call **877.328.2074** to make an appointment. No hazardous chemicals, such as motor oil, paint or pesticides, are accepted through this program.

Curbside Used Motor Oil & Oil Filter Collection

Call Republic Services at **877.328.2074** to schedule curbside collection of used motor oil and oil filters at no cost. A container for the oil and a bag for the filter will be provided.

Medical Sharps & Needles

Medical sharps and needles are hazardous and may not be disposed of in carts. Residents may receive up to four sharps containers per year at no charge by calling Republic Services at **877.328.2074**. A mail-back kit will be mailed to your home which includes:

- ▶ Detailed instructions for safe sharps disposal
- ▶ Sharps disposal container
- ▶ Mail back box with pre-paid return postage
- ▶ Disposal tracking documents



Tires

Visit **www.earth911.com** to find local tire recyclers near you.



County of Orange HHW Collection Centers

Orange County residents can dispose of their HHW items at no charge at any of the County's four Household Hazardous Waste Collection Centers.

Hours of Operation: 9 a.m. – 3 p.m., Tuesday – Saturday (closed on major holidays and during rainy weather)

- ▶ Anaheim Collection Center
1071 N. Blue Gum Street, 92806
- ▶ Huntington Beach Collection Center
17121 Nichols Lane, 92647, Gate 6
- ▶ Irvine Collection Center
6411 Oak Canyon, 92618
- ▶ San Juan Capistrano Collection Center
32250 Avenida La Pata, 92675

If you need special assistance with HHW collection and are unable to bring it to one of these centers, call **714.834.4000**. Visit **OCLandfills.com/hazardous-waste** for a detailed list of acceptable and not acceptable items.

Visit the Material Exchange Program

Each of these centers has a Material Exchange Program in which Orange County residents can choose up to five items per week from a selection of partially used containers of household, yard and car-care products.

Medication Take-Back

Medication is a hazardous waste and must be disposed of properly so that it does not impact the environment and/or our water supply. To locate a Take-Back drop-off site near you, visit the Drug Enforcement Administration's website at **DEATakeback.com** or call **800.882.9539**. Drop-off service is free and anonymous.

Community Benefits

Republic Services is proud to be a community partner. Visit us at anytime at RepublicServices.com/SantaAnaCA or call **877.328.2074** for service requests or answers to your questions.

Recycle Right Awards

Republic Services and the City are partnering to reward customers who Recycle Right! The Prize Patrol searches Santa Ana neighborhoods for recycling carts that contain only acceptable items. If a randomly selected recycling cart has no contaminating items, the resident wins a \$25 gift card. Four winners per quarter!

Neighborhood Cleanups

Republic Services will provide roll-off boxes every year for neighborhood cleanup events. These events are organized through neighborhood associations. Contact your neighborhood association representative to learn when your next cleanup event is scheduled.

Santa Ana Clean City Initiative

An exciting component of our partnership, between Republic Services and the City, is the new Santa Ana Clean City Initiatives! These services will maintain clean public spaces citywide and include abandoned item collection and litter cleanup; 250 public trash containers; hardscape cleaning; sidewalk, curb, and gutter power washing; cleaning services for hotspot areas; and weekly alley cleanup.

Student Internships & Scholarships

Annually, Republic Services will select two Santa Ana students to participate in a two-month summer internship. Selected students must be 18 years of age or older, and each will receive a \$1,000 scholarship. Visit RepublicServices.com/SantaAnaCA for information.





We Are Committed to Santa Ana!

Join our Team

- ▶ We are committed to employing Santa Ana residents. To learn more about our career opportunities, visit [RepublicServices.jobs](https://www.republicservices.com/jobs).

¡Estamos comprometidos con Santa Ana!

Únase a nuestro equipo

- ▶ Nos comprometemos a emplear residentes de Santa Ana. Para conocer más sobre nuestras oportunidades profesionales, visite [RepublicServices.jobs](https://www.republicservices.com/jobs).

Chúng Tôi Cam Kết Phục Vụ Santa Ana!

Hãy Tham Gia Đội Ngũ Của Chúng Tôi

- ▶ Chúng tôi cam kết tuyển dụng cư dân Santa Ana. Để tìm hiểu thêm về các cơ hội nghề nghiệp của chúng tôi, hãy truy cập [RepublicServices.jobs](https://www.republicservices.com/jobs).



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