

# CartSMART

## RESIDENTIAL COLLECTION PROGRAM GUIDE



**BLACK FOR GARBAGE**



**BLUE FOR RECYCLE**



**GREEN FOR COMPOST**



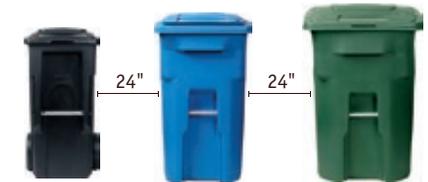
650-595-3900

[RecologySanMateoCounty.com](http://RecologySanMateoCounty.com)

[RethinkWaste.org](http://RethinkWaste.org)

# WELCOME TO CartSMART

CartSMART is the weekly Recycle, Compost and Garbage Collection service for residents in the RethinkWaste service area with Recology San Mateo County, your collection service provider.



The CartSMART collection program consists of the following:

- **BLUE RECYCLE CART** - paper, cardboard, glass bottles and jars, plastic containers numbered ♻️ 1-7, small scrap metal, aluminum and tin cans, milk and juice cartons
- **GREEN COMPOST CART** - yard trimmings, food scraps, food- and beverage-soiled paper items (plates, cups, towels, napkins and take-out containers), coffee filters and tea bags
- **BLACK GARBAGE CART** - Styrofoam, ceramics and glassware, animal waste, plastic bags, plastic packaging, snack packaging

## CUSTOMER SERVICE

All carts are serviced weekly on a Monday through Friday schedule. There are various sizes of carts available depending on which community you live in. To report a missed pick-up, issue a complaint, exchange carts, or if you have questions about your bill or other services, contact Recology.

## HOLIDAY SCHEDULE

Collection will not occur on Christmas Day and New Year's Day if they occur Monday through Friday. If your regular collection day falls on or after one of these holidays, your collection day will be moved to the next day. Friday collection will occur on Saturday. Collection will occur on your regular schedule on all other holidays.

## CART SET-OUT GUIDELINES

- Set carts out by 6 am on your collection day
- Place carts curbside with wheels against the curb, or roadside, with about 2 feet between each cart
- Arrows on cart lids should be pointed toward the street
- Do not overfill; carts and lids must be fully closed
- Put carts away once serviced to avoid a possible fine per code requirements of your community

## SPECIAL HANDLING SERVICE EXEMPTION

Recology provides Special Handling collection at no additional cost to residents who are physically unable to place carts curbside or roadside for collection. Contact Recology for more information.

## BACKYARD COLLECTION SERVICE

Recology also offers Backyard Collection Service for any resident who does not wish to bring their carts curbside for service. For an additional fee, Recology will make arrangements to service the carts from a mutually designated area. Contact Recology for more information.

## RECOLOGY SAN MATEO COUNTY CUSTOMER SERVICE

650-595-3900 | [carts@recology.com](mailto:carts@recology.com) | [Contact us here.](#)

# RECYCLE CART

Please place all your recyclables in your blue Recycle Cart. All containers must be empty, rinsing is not necessary. Do not crush aluminum cans and plastic bottles. Lids are ok to leave on bottles and cans. Flatten cardboard to fit inside cart. Consider reuse options for your functional and reusable items.



## PLASTICS

Bottles and containers ♻️ 1-7 (lids ok)

## GLASS

Bottles and jars (lids ok)

## METAL

Aluminum foil and pans, cans, small scrap metal

## PAPER

Cardboard, junk mail, milk and juice cartons, paper, paper egg cartons, newspaper, magazines



**NO** garbage • food • plastic bags/plastic film/plastic packaging  
Styrofoam packaging/food containers/packing peanuts • toys  
ceramics/glassware/mirrors/window glass/light bulbs • automotive parts  
small household appliances • wire/banding/chains/cables  
household hazardous waste/chemicals • hand tools • batteries/cell phones • bubble wrap  
black plastic • paper coffee cups • paper towels • juice/soup/soy boxes with foil liner

# COMPOST CART

Please place all your yard trimmings and food scraps in your green Compost Cart.



## FOOD

Bones, coffee grounds, dairy, fish, fruit, meat, poultry, scraps, vegetables.

## FOOD & BEVERAGE SOILED PAPER

Coffee filters and tea bags, paper cups and plates, paper take-out food containers, paper towels and napkins, pizza boxes (clean/lightly greasy boxes can go in the blue Recycle Cart).

## YARD TRIMMINGS

Flowers, grass clippings, leaves, plants, small branches and twigs, weeds.

Recology provides residents with a two-gallon kitchen pail for in-home use. The pail is a clean and convenient way to collect food scraps and leftovers for composting. When full, simply empty the kitchen pail into the larger green Compost Cart. You can use newspapers, paper bags and paper towels to line the kitchen pail or collect your food scraps. You can also use compostable bags to line your kitchen pail or Compost Cart, and to collect food scraps. The bags must be approved as compostable by the Biodegradable Products Institute (BPI).



**NO** plastics/plastic bags • aluminum/metal • glass/ceramics  
garbage • animal waste • sod/dirt/rocks • plywood  
treated/painted wood • concrete/stones/bricks  
household hazardous waste/chemicals • palm fronds



KITCHEN PAIL



# OTHER CONVENIENT SERVICES

## (AT NO ADDITIONAL COST)

### On-Call Bulky Item Collection Program

You can schedule two On-Call Bulky Item collections annually with Recology at no additional cost from February 1 through December 31 each year. Accepted items include:

- **GARBAGE** – Up to two cubic feet (3' x 3' x 3') or the equivalent of 12 garbage bags (32 gallon size) of bagged, boxed or bundled garbage, recyclables or compost.
- **LARGE APPLIANCES** – One large appliance such as a washing machine, clothes dryer, freezer or refrigerator. Refrigerator doors must be removed, securely taped or tied shut.
- **BULKY ITEM** – One bulky item such as a mattress, furniture or rimless tires (up to four non-commercial vehicle tires).
- **ELECTRONICS** – One electronic item such as a computer, computer monitor or TV.



Consider donating items that can be reused.

### BATTERIES & CELL PHONES

Please put household batteries (no auto batteries) and cell phones in a clear zip-type plastic bag and place **on the lid** of your Recycle Cart for recycling on your collection day. **Do NOT place batteries and cell phones inside the cart.** For safety, tape button-type and Lithium Ion batteries (such as the batteries from cell phones and laptops) individually as they pose a fire hazard, and wrap cell phones in paper before placing in the zip-type bag.



### USED MOTOR OIL & OIL FILTER RECYCLING

Contact Recology for containers to collect and recycle your used motor oil and oil filters. You can also use your own one-gallon clear plastic container (with screw-top cap) for recycling your used motor oil and a clear zip-type plastic bag for your oil filter. Place the motor oil and oil filters next to your Recycle Cart.



### HOLIDAY TREE COLLECTION

Please leave your tree next to your Compost Cart for collection from December 26 through January 31 on your collection day. Trees may be up to 8 feet in length. Please cut them if they are longer than 8 feet and leave the pieces next to your Compost Cart. Remove all tinsel, ornaments, stands and other decorations. Flocked trees are accepted.



After January 31, trees must be cut up and placed inside your Compost Cart.

#### TO SCHEDULE A BULKY COLLECTION

650-595-3900 | [carts@recology.com](mailto:carts@recology.com)

#### FOR REUSE AND RECYCLING OPTIONS

888-442-2666 | [RecycleWorks.org](http://RecycleWorks.org)

# HOUSEHOLD HAZARDOUS WASTE

## Door-to-Door HHW Collection Program

This program is available to all residents (single-family, condos, townhomes, and apartments) in the RethinkWaste service area. You do not need to pay a separate fee. The costs are already included in your garbage bills, and you may schedule as many appointments as needed.



### MANAGING YOUR HHW IS EASY AS 1-2-3!

**1**  
**MAKE**  
**APPOINTMENT**

Contact **At Your Door Special Collection:** 800-HHW-PKUP (800-449-7587) or [atyourdoor@wm.com](mailto:atyourdoor@wm.com) to explain the type and quantity of HHW you wish to have picked up from your home. A collection appointment will be scheduled at this time.

**2**  
**RECEIVE**  
**COLLECTION**  
**KIT**

**At Your Door** will then send you a Collection Kit within a few days, which includes an instruction sheet, plastic bag for your materials, labels for the items and a tie for the bag.

**3**  
**SET OUT**  
**ITEMS**

Follow the Kit instructions to properly prepare your materials. Use the provided labels to ensure items are clearly marked. Containers must have lids, and be of 5-gallon capacity or less. Some items must be placed separately next to the bag. Set out your items for collection by 7 am on your scheduled collection day near your home as directed.

Visit [rethinkwaste.org/hhw](http://rethinkwaste.org/hhw) for a list of accepted items.

### MORE OPTIONS

The County's HHW Program is also available to all San Mateo County residents, including those that are participating in the Door-to-Door HHW Program. Visit the San Mateo County Department of Environmental Health at [smchealth.org/hhw](http://smchealth.org/hhw) or 650-372-6200 to find out about their safe, convenient and free disposal options. The public recycling center at Shoreway also accepts some Household Hazardous Waste (see page 9).

# FREE COMMUNITY EVENTS

## FREE COMPOST AT SHOREWAY ENVIRONMENTAL CENTER IN SAN CARLOS



Residents (no commercial use) in the RethinkWaste service area can now get free compost year-round at the Shoreway Environmental Center, 333 Shoreway Road, San Carlos.

Just go to the scale house (accessible via Gate 1) and show proof of residency in the form of a utility bill or identification card. You will be directed to the Transfer Station where you can fill up to two bags with compost. Bags and shovels are provided. Limit is two bags per visit, up to two visits per week.

The compost is made from yard trimmings and food scraps collected from our residents and businesses. Adding compost to your garden enriches the soil naturally and helps conserve water.

## LOOK FOR THESE EVENTS

Take advantage of these convenient events by RethinkWaste and Recology on behalf of our participating communities.

## LOCAL COMPOST GIVEAWAYS

We team up with our communities to give away compost at no charge at select locations as long as supplies last (amount varies by community). Residents in participating communities may collect compost with proof of residency. Please bring shovels, gloves, and containers.

## ANNUAL SHRED EVENTS

Bring paper documents and confidential materials for safe and secure shredding done onsite. Proof of residency required. Limit is 3 standard size banker's boxes (10" x 12" x 15") per household.

## ANNUAL E-SCRAP RECYCLING EVENTS

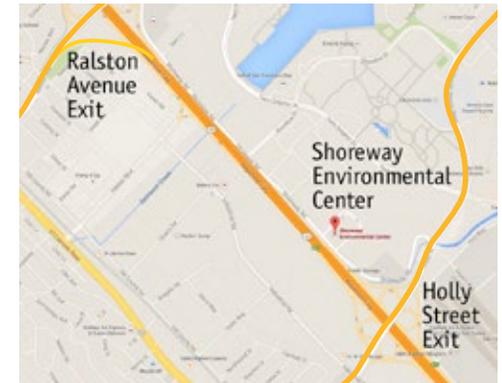
Properly recycle your old electronics such as TVs, computers, printers, monitors, cables/cords, cell phones, MP3 players, DVD players, laptops, and more.



## FIND THE NEXT EVENT NEAR YOU

[rethinkwaste.org/residents/beyond-the-cart/community-events](https://rethinkwaste.org/residents/beyond-the-cart/community-events)

# SHOREWAY ENVIRONMENTAL CENTER



## FREE TOUR PROGRAM FOR SCHOOLS AND THE PUBLIC

Tours of the Shoreway Environmental Center offer an opportunity to see firsthand what happens to your recyclables, yard trimmings, food scraps, and garbage at a working Materials Recovery Facility (MRF) and Transfer Station.

Open House Days are held the first and third Thursday of every month, from 9:30 am-10:30 am and 11:30 am-12:30 pm (except for August) to give the public the opportunity to tour the Shoreway facility.

RethinkWaste offers **FREE** bus transportation and tours for 4<sup>th</sup> through 6<sup>th</sup> grade public and private school classes in the RethinkWaste service area.



The award-winning Shoreway Environmental Center is California's greenest Recycling Center and Transfer Station, and serves as a national model for sustainable building practices and innovative recycling and material handling operations. It is where Recology brings the materials collected from residents and businesses in the RethinkWaste service area, and is operated by South Bay Recycling (SBR) under contract with RethinkWaste. It also includes a Transfer Station and Public Recycling Center that are open to the public for use.

The Public Recycling Center offers the buyback of recyclables, and free drop off of certain materials such as electronic waste (TVs, computers, etc.), and some household hazardous waste (batteries, paints, waste oil, etc.).

Public entrance to Shoreway and its Transfer Station is through Gate 1.

## SHOREWAY ENVIRONMENTAL CENTER

333 Shoreway Road, San Carlos, CA 94070 | 650-802-8355  
SBRrecycling.net

## TOUR INFORMATION

rethinkwaste.org/tours  
650-802-3506 | tours@rethinkwaste.org

# CONTACT INFORMATION

## **RethinkWaste**

*For general questions about your programs and services*

650-802-3500  
610 Elm Street, Suite 202, San Carlos, CA 94070  
info@rethinkwaste.org  
RethinkWaste.org

## **Shoreway Tours**

*For information on the tour program at Shoreway*

650-802-3506  
333 Shoreway Road, San Carlos, CA 94070  
tours@rethinkwaste.org  
RethinkWaste.org/tours

## **Recology San Mateo County**

*For questions about your CartSMART services and billing*

650-595-3900  
225 Shoreway Road, San Carlos, CA 94070  
carts@recology.com  
RecologySanMateoCounty.com

## **South Bay Recycling**

*For questions about the Shoreway Environmental Center*

650-802-8355  
333 Shoreway Road, San Carlos, CA 94070  
SBRecycling.net

## **At Your Door Special Collection**

*To schedule your Door-to-Door Household Hazardous Waste Collection*

800-HHW-PKUP (800-449-7587)  
atyourdoor@wm.com  
RethinkWaste.org/hhw

## **San Mateo County Department of Environmental Health**

*For the San Mateo County Household Hazardous Waste Collection Program*

650-655-6202  
smchealth.org/hhw

## **RecycleWorks**

*For general recycling information, green tips, recycling search, home composting, and other resources*

888-442-2666  
555 County Center, 5th Floor, Redwood City, CA 94063  
info@RecycleWorks.org  
RecycleWorks.org



225 Shoreway Road San Carlos, CA 94070

# CartSMART RESIDENTIAL COLLECTION PROGRAM GUIDE

Download the “My Waste” mobile app [here](#).

Download the Recology Mobile app [here](#).