



## **Arcata Universal Garbage/Recycling Collection Programs**

### **Frequently Asked Questions (FAQ)**



#### **What is Universal Collection service?**

Universal Collection is curbside collection of both garbage and designated recyclables. Each property receives bundled service that includes a garbage tote, and two-sided 60 or 90-gallon split recycling tote (½ for fiber - paper, magazines, cardboard etc. and half for glass, metal and plastic containers). Free green waste drop-off will be available at Wes Green Landscaping, 6360 West End Road, 1/2 mile east of the Highway 299/Giuntoli Lane overpass. April 1 to October 31, it is open Monday through Friday 8 a.m. to 5 p.m. and Saturday 9 am. To 4 pm. and Sunday 10 a.m. to 4 p.m. From November 1 to March 31, it is closed on Sunday. For more information call 822-8035.

#### **I own a rental. Can my tenants pay for garbage service?**

Arcata Garbage Co. will bill either the property owner or, if the property owner requests, a tenant. However, if a tenant is delinquent in payment, the bill will be forwarded to the property owner who will be responsible for it. The property owner is responsible for meeting the state law that requires all multi-family housing with more than five units to recycle.

#### **I rent. Who is responsible for paying for the service?**

If you rent a house or second unit (mother-in-law) unit on a typical residential parcel and do not currently have garbage service you should talk with your landlord. Arcata Garbage will bill either the property owner or the tenant. However, the property owner will remain ultimately responsible for payment of services in the event of default.

#### **What can I recycle? How do I use my cart?**

You will receive a split-tote with two lids, a green lid (indicates the fiber side) and a blue lid (indicates the container side). Fiber material includes cardboard, paper, newspaper, junk mail, magazines. Containers include glass jars and bottles, #1- #7 plastics, aluminum cans, bi-metal cans, steel and tin cans and aluminum foil and formed containers such as pie tins. For more information visit <http://www.cityofarcata.org/departments/environmental-services/garbage-recycling/recycling-guide> or [www.hwma.net](http://www.hwma.net).

#### **Do I have to take lids off and clean my containers before I put them in the recycle cart?**

Please, remove all lids and rinse containers so that they are relatively food and liquid free.

#### **What do I do with other materials I still wish to recycle?**

Many other products will still be accepted at the Arcata Resource Recovery Center at 1445 10th Street in Arcata, 822-5156, or the Eureka Recycling Center at 1059 W. Hawthorne Street in Eureka, 268-8020. Both facilities take items including electronic waste, appliances, scrap metal, fluorescent bulbs, batteries, printer cartridges, hardcover books, scrap metal, motor oil, and antifreeze. See the [recycling guide](#) for more information. Call first to confirm if an item is taken and if there is a fee.

#### **What happens to my garbage when it leaves the curb?**

Arcata's garbage is transported to the Humboldt Waste Management Authority's Hawthorne Street facility in Eureka. It is dumped onto the station tip floor and lifted by excavator into a trailer. Tip floor personnel make efforts to pull out recoverable items, such as unpainted or untreated lumber, steel or metal items, drywall, or inerts (like brick or concrete). These recovered items go to local diversion outlets. The trailer is loaded with 22 to 23 tons of garbage and then hauled a long distance to landfills in either Anderson, CA or White City, OR. The garbage is compacted with a loader into the "active face" of the landfill, and eventually covered with suitable daily cover (either 6" of soil, or other approved materials).

#### **I'm on a fixed budget and cannot afford garbage service. Is there any relief for anyone like me?**

The program has 3 low service options, every other month, monthly or 20-gallon weekly service. The more you reduce, reuse and recycle, the smaller garbage service you need, and the less you pay. Please consider these low cost service options. Click here to see the [residential solid waste/recycling rate sheet](#).

#### **Who owns the totes/carts?**

Arcata Garbage Company owns all the equipment. If you move, please leave the tote behind for the next resident. Totes that require repair or replacement due to normal use will be serviced at no charge. Customers will be charged for totes that require

replacement due to customer misuse or negligence. Customers will be charged if their totes are left out longer than their service day and end up missing or stolen.

#### **If I don't put out recyclables, can I have a lower rate?**

No. The choice to put your recycling cart out on a weekly basis is yours. You can choose to downsize your garbage can from a 30 gallon to a 20 gallon or choose a monthly or every other month pick up of your garbage tote for an overall reduced rate.

#### **Who can "Opt Out" of this program?**

The City Manager or representative may exclude from the requirements only those persons who show the following:

1. That they are not the owner or occupants of the property mentioned in the letter; or
2. That the property is not within the Arcata city limits, or
3. That the property is unimproved or uninhabitable; or
4. That the residential unit or structure on the property is vacant or temporarily unoccupied for a period in excess of two (2) months; or
5. That the Owner or Producer legally recycles and/or composts virtually all of their Solid Waste in a manner that is neat and sanitary and does not create a public nuisance or health hazard.
  - a) Declaration required. All persons, to qualify for the exclusion, shall sign a Declaration or Affidavit, under penalty of perjury, up to once per year stating that they legally recycle and/or compost virtually all their solid waste so that no unsanitary condition, hazard to health, or public nuisance will arise upon the premises owned, managed or controlled by them.
6. That service cannot be reasonably and practically provided to the building, because of unique parcel conditions, and the property owner self-hauls to an appropriate transfer station.

Any exclusion granted by the City Manager is revocable for cause. Any exclusion granted can be made conditional, as needed to ensure continuing eligibility. Violations of any such conditions can result in the revocation of the exclusion, and/or result in penalties under Arcata Municipal Code.

To receive an "Opt Out" form, call the Department of Environmental Services at 822-8184 or email [eservices@cityofarcata.org](mailto:eservices@cityofarcata.org). Residents will be responsible for paying for garbage service until this approval is obtained.

#### **What happens if I don't pay my garbage bill?**

Unless you are granted an "Opt Out" exclusion, before the services begin, you will be billed for services once totes have been delivered to your property. If payments are not made for service, a 10% late penalty and 0.5% per month interest will be charged to the account. Arcata Garbage Co. and the City will initiate a collection process that could include property liens, court action, and/or discontinuance of water service. Chronic delinquencies will be subject to deposit requirements. Since the service is mandatory garbage/recycling services will not be interrupted and bills for service will continue to accumulate.

#### **What if I have more recycling than what can fit in a cart?**

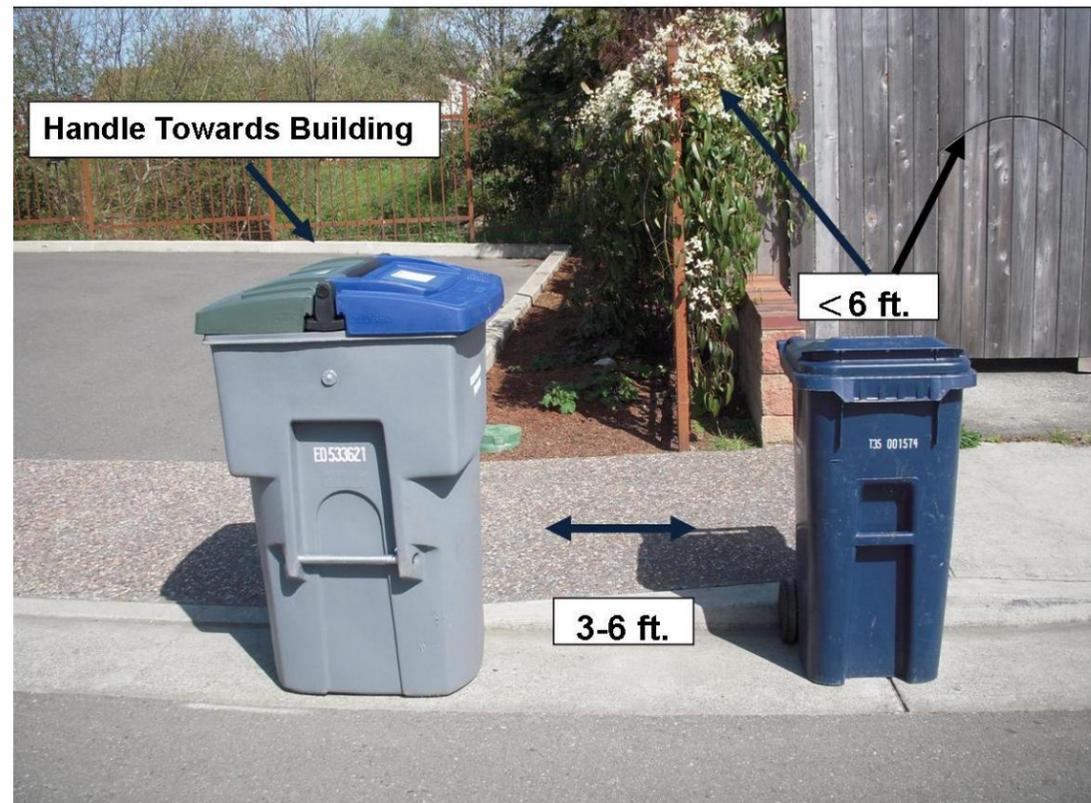
We encourage you to recycle as much as you can, if you regularly have more cans, bottles, plastics and fiber than what can fit in your tote, you can order an additional recycling tote. If you have extra material periodically, we encourage you to share bins with your neighbors.

#### **Why has curbside garbage collection become mandatory instead of just recycling?**

Mandatory recycling service without garbage service was considered, however curbside garbage collection was made mandatory for several reasons:

1. Communities that tried curbside recycling without garbage service failed because residents who had curbside recycling service only used their recycling cart for garbage. Recycling processing facilities have strict contamination limitations. When there is too much garbage in recycling, entire loads of recyclables become fouled and unrecyclable.
2. Arcata has illegal disposal problems in alleys, parks, greenways, the bay, vacant lots and even our street corners. The mandatory program potentially can significantly reduce illegal dumping and illegal backyard trash buildup, a problem which currently causes environmental degradation, blight and public health concerns throughout the City.
3. To assist the City in continuing to meet the State mandates to reduce solid waste. State mandates require that all businesses and multi-family housing with more than five units recycle.

**SO THE GARBAGE OR RECYCLING TRUCK'S AUTOMATED ARM SAFELY GRASPS EACH CART...**



*Totes must have least 6 feet clearance from parked cars, mailboxes, utility poles, fences, hedges, and trees. There must be at least 3 to 6 feet clearance between totes. Tote lids must close in order to prevent spilled garbage/recycling.*

**I am afraid that I will be not strong enough to handle putting multiple totes to the curb myself.**

Standard service is supplied with a 30 gallon garbage tote and a 90 gallon recycling tote. Smaller 60 gallon recycling totes are available by request to Arcata Garbage. Carts are designed to be easy for most to handle. Arcata Garbage Company recognizes that there are situations where moving the carts will be difficult. In these cases, special arrangements can be made on a case by case basis by calling Arcata Garbage Company at 822-0304.

**Does having mandatory recycling service mean that I cannot take my cans, plastic bottles and glass bottles to a buy back facility for CRV cash refund?**

You can still take your cans, plastic and glass bottles to a buy back facility for a CRV cash refund. The curbside recycling service will allow people to recycle both CRV and items that many buy back centers do not accept like jars, plastic milk jugs, and detergent bottles. Recyclable items with no redemption value are often discarded in the garbage.

**Who gets the money from my recyclables?**

Uncollected California Redemption Value (CRV) obtained through curbside collection will be returned to the City. These funds will be used to offset program costs, stabilize customer rates and/or support additional waste diversion programs such as the green waste drop-off center.

**Is Styrofoam recyclable?**

Unfortunately, no Styrofoam is not recyclable in our area. All Styrofoam should be placed in the garbage can or reused. There are places that reuse packing peanuts if you bring the material to them.

**What other materials are not recyclable?**

Paper towels, napkins, tissues, waxed paper or waxed cardboard, frozen food or drink boxes, pizza boxes, egg cartons, photos, padded envelopes, neon or astrobright colored paper, plastic utensils or straws, durable plastic goods such as chairs, toys, plastics bags (although plastic bags can be recycled at any store that uses plastic bags).

**What can I do with Hazardous Waste and Electronic Waste?**

All Hazardous waste and Electronic waste is banned from curbside garbage collection. Hazardous Waste may be taken to the Hazardous Waste facility located at 1059 W. Hawthorn Street in Eureka on the first Saturday of each month between 9 am – 2 pm or catch one of their mobile unit visits (hwma.net). Electronic Waste can be recycled for a small fee at the Eureka Recycling Center at 1049 W. Hawthorne Street in Eureka or for free at Arcata Resource Recovery Center at 1445 10<sup>th</sup> Street in Arcata.

[Banned From The Trash and Recycling Bins](#) is a guide of what not to put in either your trash or recycling and where you can recycle it.

**If I have more questions, who do I contact?**

Call Arcata Garbage Company at 822-0304. They can either answer your questions or direct your call to someone who can.