

This Coming September...

Mission Trail Waste Systems will be your new service provider!

Listed below are a few frequently asked questions and answers. Watch your mail and visit <http://www.missiontrail.com/LosAltos/> often for updates and more information.

Residential Service (Single-Family Homes)

How many bins will I have?

Standard service will be provided using a 3-cart system. At each home there will be one blue cart for mixed recyclables, one green cart for organics (food/yard waste), and one gray cart for garbage. A pail will also be provided for the collection of food scraps in the kitchen. The pail will be delivered with instructions for use.

Can I use my old cans/bins?

No. To increase efficiency, our service will be provided using automated trucks. These trucks feature a robotic arm designed to grasp and tip carts like the ones we will be delivering.

What should I do with my old cans/bins?

You can keep them for another purpose or you can put them out for us to collect. Old recycling bins can be placed in your new recycling cart. Old garbage cans should be put out at the curb empty and upside down. Old cans put out at the curb full will not be serviced or removed.

How often will my new carts be serviced?

All three carts will be serviced weekly on your regular service day. We are not changing service days.

Where should I put my carts out for service?

Standard service is now provided at the street in the front of your property; next to the curb if you have one. Old Town residents should note that we will not be able to service containers left in alleys.

Is on-premise (or backyard) service still available?

Yes. Residents may subscribe to on-premise service for an additional charge. Or, we will provide it free of charge to any resident with a documented physical limitation.

Do the new carts come in more than one size?

Yes. Garbage carts are available in 4 sizes: 20, 32, 64 and 96 gallon. Recycling and organics carts come in 3 sizes: 32, 64 and 96 gallon.

If I request smaller carts, will I pay less for service?

The rate you pay is based on the size of your garbage cart. Recycling and organics service is provided for no additional charge.

Will you be providing collection services for things like large appliances and furniture?

Yes. Residents are entitled to receive two free bulky waste collections every twelve months. Each time you may put out up to four cubic yards of garbage and three large items. Common large items include sofas, televisions, water heaters and mattresses).

Will you collect household hazardous waste?

Yes. Household batteries, cell phones & PDAs, used motor oil & filters, cooking oil, water-based paint, and compact fluorescent light bulbs will be collected curbside through the regularly weekly service program. For an additional charge, at a resident's request, we will also provide collection of toxic items like household cleaners, pesticides, auto batteries, painting supplies, non-controlled medications, Sharps and more.

Multi-Family Residential Service

Will there be any changes/additions to the service provided at multi-family residential complexes?

We hope to increase participation in the recycling and organics collection programs.

How will Mission Trail encourage participation?

A basic level of mixed recycling and organics service will be provided for no additional charge. Educational materials, kitchen pails for food scraps, and recycling tote bags will also be provided.

Commercial Service

Will there be any changes/additions to the service provided at commercial businesses?

We hope to increase participation in the recycling and organics collection programs.

How will Mission Trail encourage participation?

A basic level of mixed recycling and organics service will be provided for no additional charge. Free recycling opportunity assessments, employee training, and educational materials will be provided.