RESIDENTIAL SERVICES GUIDE

Recycling our way to Zero Waste!
Dear Valued Customer,

Welcome to the neighborhood!

To help serve you better, this welcome packet contains information about our services, our different branches of businesses, contact information, hours of operation and guidelines for our residential garbage, recycling and composting programs.

*Please read all of the items contained in this welcome packet carefully and keep on hand for future reference.*

Serving the community for over 65 years, our three divisions, Marin Sanitary Service, Marin Recycling Center and Marin Resource Recovery Center, work together to provide comprehensive refuse collection and recycling services.

We are proud to add food scraps to the weekly curbside yard waste collection to make compost. When food scraps are sent to the landfill they produce methane, a potent greenhouse gas. Help keep them out of the landfill by putting them in your green cart. Compost Every Week, Every Day, Every Meal!

Maximizing these services is essential to reducing greenhouse gas emissions and reaching Marin County’s Zero Waste goal by 2025.

You can find all of the information contained in this packet - and more - online at www.marinsanitaryservice.com. Stay up to date by signing up for our electronic newsletter and by liking us on Facebook & Twitter!

facebook.com/marinsanitary ■ twitter.com/mssrecycles

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<tr>
<td><strong>Address:</strong> 1050 Andersen Dr., San Rafael, CA 94901</td>
<td><strong>Address:</strong> 535 Jacoby St., San Rafael, CA 94901</td>
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<tr>
<td><strong>Phone:</strong> (415) 456-2601</td>
<td><strong>Phone:</strong> (415) 453-1404</td>
</tr>
<tr>
<td><strong>Hours:</strong> Monday through Friday Phone hours: 7 a.m. to 5 p.m. Office hours: 8 a.m. to 5 p.m. Closed Saturday, Sunday and Holidays.</td>
<td><strong>Hours:</strong> Buy Back Center: Tuesday through Saturday 8 a.m. to 4 p.m. Closed Sunday and Monday. Office only: Monday through Friday 8 a.m. - 4 p.m.</td>
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### Garbage, Recycling, Yard Waste and Food Scrap Collection — See Pages 3-7 and 13 for Details

**Services:**
- Curbside pick-up of garbage, recyclables, food scraps and yard waste
- Commercial Recycling Programs
- Multifamily Recycling Programs
- School Programs

### To Drop Off and Sell Recycling — See Page 8 and 13 for Details

**Services:**
- Buyback Center
- Recycling Facility Tours & School Programs*
- Confidential Document Shredding (see pg 13 for details)
- Auto Dismantling.**

*Please call our Education Coordinator at (415) 458-5539 to arrange for a tour.

**Please call (415) 453-1404 for details on auto dismantling.

### Indoor Public Dump Information — See Page 9 for Details

**Services:**
- Indoor disposal area for residential and commercial use.
- Materials accepted are non-hazardous commercial and residential solid waste such as yard waste, dirt, rock, concrete, construction & demolition debris, large appliances, furniture, and other household debris.

### Safe Household Hazardous Waste (HHW) Disposal — See Pages 10-12 for Details

**Services:**
- Commercial drop-off of HHW and e-waste for a fee. *For more information on Commercial HHW disposal, go to www.marinhhw.com*
1. Place all carts at the curb the night before your service day or before 6:00 AM the day of service. If this is not possible, please call (415) 456-2601 and a Route Supervisor will assist you. Certain areas of Fairfax may be required to place carts at the curb the night before.

2. Place carts, ideally, two feet apart with wheels and handles facing away from the street at the curb to help prevent carts from being tipped over as they are serviced by our fully or semi-automated collection systems.

3. Cart lids must close completely. Environmental regulations dictate that cart lids must be closed at all times to prevent spillage. Containers that are consistently overloaded and not closed may indicate the need to upgrade to the next larger container size. Please call our customer service department for available cart options at (415) 456-2601.

4. Remove any weights, bungee cords or ropes that were used to secure the lids of carts on your pick-up day. These can cause problems with the equipment and undue delays for the driver. MSS will not be responsible for loss of bungee cords, ropes, etc.

MSS Carts are designed to be picked up by our fully automated or semi-automated tipper arms on our collection trucks. This specialized arm allows for the weight of the cart to be lifted by the truck and not the driver, which helps keep the driver safe. Customers who use their own containers for extra yard waste and/or recyclables MUST follow certain rules to have the materials collected.

5. Did you know that you can rent extra yard waste carts for a nominal fee? You can rent these on a permanent or seasonal basis as you need them. MSS carts keep drivers and customers safe. If you have large volumes of yard waste, you can also rent a debris box and have MSS haul it to our facility for you. Yard waste cannot be collected in plastic bags. All yard waste placed in plastic bags will be charged as extras and collected by the garbage trucks.

- If you have extra bags of garbage, please make sure the bags are no heavier than 60 lbs and that they are no larger than 64 gallons in volume. Our drivers must manually place these bags in the truck. All bags must be sturdy enough to lift without breaking. Fees for each extra bag placed at the curb will be applied to your regular resource hauling bill.

6. If you have a large household item, such as a dryer, couch, or other similar items that requires a special pick-up, please contact us at least 24 hours prior to your service day at (415) 456-2601. Fees apply. NOTE: Estimates given over the phone are subject to change after a driver has assessed the load. Please put out your special pick-up at your regular service location the night before or by 6am the day of the collection. These items may also be disposed of at the Marin Resource Recovery Center (see page 9 for details).

7. If you are going on vacation and wish to put a temporary stop on your service, please notify us at (415) 456-2601 with your stop service date and return date. If you are away for a minimum of two weeks, your account will be credited for the interruption of service; however, MSS MUST BE notified in advance. No more than one hold per billing cycle (3 months) is allowed.

8. Missed collections must be reported within 48 hours of the service day. MSS will return that same or following day. Any misses reported after 48 hours will be subject to a fee for collection.

Continued on page 4
9. Paying Your Bill: We have many payment options for our customers. Please refer to our website for more details.
   ◗ Online bill pay by credit card or check: www.marinsanitaryservice.com
   ◗ Credit Card Payments by Phone (MasterCard, Visa, American Express and Discover) Please call (415) 456-2601 to make a payment.
   ◗ Automatic Payment Options
     ▶ Arrangements can be made to automatically pay your bill with a credit card or have a payment made directly from your checking account. Please visit the website at www.marinsanitaryservice.com under the Customer Service tab to set up automatic payments.
   ◗ Payment by mail: The following addresses are all acceptable to mail your payment:
     ▶ Marin Sanitary Service
       P.O. Box 11117.
       San Rafael, CA 94912
   ◗ Payment in person: You may also bring your payment (Cash, Check, or Credit Card) to:
     ▶ Marin Sanitary Service (Monday through Friday, Office Hours 8:00am to 5:00pm)
       1050 Andersen Drive, San Rafael, CA 94901
   ◗ Billing Questions: Please call the billing department at (415) 456-2601 or email us at customerservice@marinsanitary.com for any billing inquiries. You may also contact us in writing at the following address:
     ▶ Marin Sanitary Service-Attn. Billing Department, 1050 Andersen Dr., San Rafael, CA 94901
   ◗ Payment Terms: Payments are due on the due date. Service may be interrupted if payment is not received by the due date. All past due amounts are due immediately. Past due accounts may be closed and sent to a collection agency. A reactivation fee may be charged to reopen/restart an account. Checks that do not clear our bank will be subject to returned check fee of $25.00.

10. Holiday Hours for Marin Sanitary Service only (Please see the website for current holiday hours at the Marin Resource Recovery Center, Marin Recycling Center, and Marin Household Hazardous Waste Facility):
   The office is closed the following holidays every year:
   ◗ President’s Day, (Monday) Collection will still occur on this day.
   ◗ Memorial Day, (Monday) Collection will still occur on this day.
   ◗ Independence Day, (July 4) Collection will still occur on this day.
   ◗ Labor Day, (Monday) Collection will still occur on this day.
   ◗ Thanksgiving Day, (Thursday) and the day after Thanksgiving (Friday) Collection will still occur on these days.
   ◗ Christmas Day, NO COLLECTION
   ◗ New Year’s Day, NO COLLECTION
   ◗ Garbage/Recycling/Yard waste collection WILL NOT occur on Christmas Day or New Year’s Day. If these holidays fall on a weekday, service will be delayed by one day. An alternate collection schedule will be posted on the website in November. You can also call the office and request a copy of the schedule by mail or email at (415) 456-2601.

11. We CANNOT:
   ◗ By law, pick up any hazardous, biological, or medical wastes including needles.
   ◗ Pick up dirt, rock, tires, construction materials, hot ashes or tree stumps.
   ◗ Be responsible for items left in, on, or around garbage, recycling, and organics containers.
RESIDENTIAL BROWN & BLUE SPLIT CART GUIDELINES: Recyclables

Please keep all paper separate from other recyclables before placing in the split cart to prevent contamination. Rinse all containers prior to placing in recycling. *Cardboard must be packed in 2’x2’x2’ bundles or smaller and tied with twine or string (no plastic tape please) if it does not fit into the blue side of the split cart. If it easily fits in the split cart, cardboard does not need to be bundled.

OK FOR BLUE SIDE:
- ✓ Office paper (white & colored)
- ✓ Newspaper & magazines
- ✓ Paperboard (like cereal & shoe boxes)
- ✓ Junk mail and catalogs
- ✓ Paper tubes
- ✓ Paper egg cartons
- ✓ Paperback books
- ✓ Cardboard*

OK FOR BROWN SIDE:
- ✓ Glass bottles & jars (clean)
- ✓ Aluminum cans & foil (clean)
- ✓ Tin & bi-metal cans and food trays (clean)
- ✓ Pressurized aerosol cans (empty)
- ✓ All clean plastic bottles and containers labeled #1-7 in the triangle arrows, EXCEPT Styrofoam and compostable plastics (with or without the triangle arrows label)

NOT OK FOR BLUE SIDE:
- ✗ Waxed or plastic coated paper or cardboard
- ✗ Paper towels or tissues
- ✗ Wrapping paper
- ✗ Food soiled paper
- ✗ Blue print or carbon paper
- ✗ Juice, soup, soy, milk boxes & cartons

NOT OK FOR BROWN SIDE:
- ✗ Styrofoam with or without the triangle arrows label
- ✗ Compostable plastic with or without the triangle arrows label
- ✗ Light bulbs and CFLs
- ✗ Plate glass, windows or mirrors
- ✗ Ceramics/Dinnerware
- ✗ Pyrex
- ✗ Plastic bags
- ✗ Juice bags & pouches
- ✗ Metal hangers*
- ✗ Paint cans -metal*
- ✗ Pressurized aerosol cans*
- ✗ Propane tanks*

*These items can be dropped off at Marin Recycling or Marin Resource Recovery. See pages 8-9 for details.

WE DO NOT COLLECT ANY PLASTIC BAGS OR FILM WRAP

We now have 96 gallon split carts. Call MSS for details!
### RESIDENTIAL GRAY CART GUIDELINES: LANDFILL

The gray cart is for the curbside collection of non-recyclable and non-compostable items. All items placed in this cart will go directly to the landfill.

#### OK FOR GRAY CART:
- Plastic bags and plastic film wrap
- Ceramic dishware
- Diapers
- Foil/plastic lined paper or paperboard
- Glass mirrors or windows
- Light bulbs (not CFLs)*
- All Styrofoam products
- Juice, soup, soy, milk boxes & cartons
- Cat litter & animal waste
- Non-recyclable plastics & rubber
- All compostable plastics including cups, utensils and food containers.

*Clean plastic bags may be returned to your local grocery store for recycling.*

#### NOT OK FOR GRAY CART:
- Accepted recyclable materials
- Hazardous waste: fluorescent light bulbs (CFLs) or tubes, batteries, paint, pesticides, cleaning products or electronics*
- Household appliances or furniture
- Construction materials or debris such as dirt, rock or concrete
- Yard waste or food waste

*All CFLs (compact fluorescent lights) and tubes, electronics, batteries, paint and pesticides must be delivered to the Marin Household Hazardous Waste Facility (see pages 10-12 for details).
### Residential Green Cart Guidelines: Compostables

For the WEEKLY collection of compostable items such as plant materials, food soiled paper and food scraps.

#### OK for Green Cart:

**Food Scraps**
- If you can eat it, it can go in the green cart!
- Meat & poultry
- Dairy products
- Cooking grease & oils
- Fats
- Fruit
- Vegetables
- Fish & shellfish
- Egg shells
- Coffee grounds
- Tea bags
- Soiled pizza boxes
- Paper plates
- Napkins & paper towels
- Waxed paper & waxed paperboard

**Yard Waste**
- Grass clippings
- Leaves
- Weeds
- Straw
- Shrub & tree clippings
- Branches under 4' long & 3” in diameter

#### Not OK for Green Cart:

- Dirt or rocks
- Concrete
- Treated wood
- Hazardous waste including pesticides
- Ceramics
- Toilet paper or tissue
- All compostable plastics including cups, utensils and food containers.
- Milk or juice cartons
- Metals
- Glass
- Pet or human waste
- Waxed produce boxes

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*Cart Size Options: 32 & 64 gallons*
The Marin Recycling Center (MRC) is the processing facility for all recyclable materials collected from businesses, residential split carts and Buy Back Center drop-offs. Please see page 2 for address and hours of operation.

**YOU CAN SELL THE FOLLOWING RECYCLABLES TO THE MRC AT THE BUY BACK CENTER:**

- Aluminum cans*: CA CRV ONLY, Segregated*
- Glass bottles*: CA CRV ONLY, Segregated*
- Plastic - PET: (#1) CA CRV ONLY, Segregated*
- Plastic - HDPE: (#2) CA CRV ONLY, Segregated*
- Plastic - PVC: (#3) CA CRV ONLY, Segregated*
- Plastic - PS: (#6) CA CRV ONLY, Segregated*
- Plastic bottles*: (#7) CA CRV ONLY, Segregated*
- Bimetal Cans: CA CRV ONLY, Segregated*
- Corrugated Cardboard (minimum weight 300 pounds)
- Scrap Metals: - non-CRV aluminum cans, copper, brass & stainless steel - Segregated*

*All items must be pre-sorted (segregated) so they can be weighed for their different values

Customers may also drop off metal hangers (no paper or plastic) and completely empty metal paint cans, aerosol cans and propane tanks free of charge.

For all other recyclable items that cannot be sold to the Buy Back Center, the public may drop them off pre-sorted at the Marin Resource Recovery Center, 565 Jacoby St. (the Indoor Dump, see page 9 for more information).

Marin Recycling Center also accepts old vehicles for dismantling and recycling. There may be fees associated with this service.

Please call for details about car dismantling before you bring in your vehicle (415) 453-1404 (Please see page 2 for address and hours of operation.)
Items that cannot be reused or donated can be brought to the Marin Resource Recovery Center (MRRC). MRRC utilizes state-of-the-art equipment to sort recyclables from dumped materials. Please see page 2 for address, hours of operation, and contact number.

**FEES VARY BY THE SIZE AND WEIGHT OF THE LOAD.**

The MRRC accepts all non-hazardous commercial and residential debris including:

- Yard waste including grasses, leaves, branches, logs and tree sections. **We do not accept yucca, bamboo or palm at the yard waste rate.**
- Construction and demolition debris including sheetrock, plaster, tile, stucco, household debris and building and remodeling materials.
- Dirt, rock, asphalt, brick and concrete (with or without rebar).
- ALL appliances, bulky items including mattresses, furniture, carpet, toilets and truck tires up to 41 inches in diameter.

Please call (415) 485-5646 if you have questions about accepted materials or would like a cost estimate.

The public can also drop off pre-sorted cardboard, newspaper, magazines, paper, paperback books, beverage containers, aluminum cans and clean tin or metal containers, metal hangers (no paper or plastic) and completely empty metal paint cans, aerosol cans, and propane tanks that cannot be sold to the Buy Back Center. (See page 8 for more information) There is no charge if these items are not mixed together (source separated).
SAFE RESIDENTIAL HOUSEHOLD HAZARDOUS WASTE DISPOSAL

THROWING HOUSEHOLD HAZARDOUS WASTE IN THE TRASH IS ILLEGAL
STOP, THINK, THEN BRING IT TO THE HAZARDOUS WASTE FACILITY

The City of San Rafael and the Marin County Hazardous & Solid Waste Joint Powers Authority sponsor the Marin Household Hazardous Waste Facility (MHHWF). Marin Resource Recycling & Resource Recovery Association works in partnership with these agencies to provide households in Marin County (except Novato) with safe and free hazardous waste drop-off.

HOUSEHOLD HAZARDOUS WASTE DROP-OFF INSTRUCTIONS

- Residential Drop-Off is for any Marin County household, excluding Novato. Please bring proof of residency such as a driver’s license, tax document or utility bill.
- Materials must be packaged in sturdy, non-leaking containers no larger than 5 gallons or 50 pounds in size for free residential drop-off. Electronic waste such as TVs or computer monitors are excluded from the weight limit. Please visit our website, www.marinhhw.com, for a complete list of electronic waste.
- Do not mix different wastes together.
- Please be sure to place containers in boxes lined with newspaper or other materials to minimize the chances of spills.
- Make sure all containers are labeled as to their contents.
- State of California regulations limit transport of household hazardous waste to 15 gallons liquid or combined liquid/dry weight of 125 lbs. (Liquid weighs 8.5 lbs. per gallon).
- There may be other volume and weight limitations for certain items like paints and motor oil. Please call (415) 485-6806 if you have questions about the waste you plan to bring in.
### Accepted Common Household Hazardous Waste and E-Waste Includes

<table>
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<th>Accepted Items</th>
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<tbody>
<tr>
<td>✓ Any Aerosol Cans* that still have liquid in them (partially used).</td>
<td>✓ Pesticides, Herbicides, Fertilizers</td>
<td>✓ Electronic Waste*** including: printers, VCR's, Fax &amp; Answering Machines, Radios, Computer &amp; Television Monitors, Laptops, CPUs, Keyboards, Cables, Cell Phones, MP3 Players.</td>
</tr>
<tr>
<td>✓ Oil Based and Latex Based Paints</td>
<td>✓ Wood Preservatives</td>
<td>✓ Microwave Ovens</td>
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<tr>
<td>✓ Liquid Petroleum Gas** (propane) tanks no bigger than 5 gallons</td>
<td>✓ Adhesives, Glue, Putty, Caulk</td>
<td>✓ Household Fire Extinguishers</td>
</tr>
<tr>
<td>✓ Flammable Liquids, Thinners, Solvents</td>
<td>✓ Household Cleaners</td>
<td>✓ Mercury Thermometers</td>
</tr>
<tr>
<td>✓ Motor Oil, Lube Oil (used / unused)</td>
<td>✓ Waxes, Polishes (including nail polish and nail polish remover)</td>
<td>✓ Electronic Waste*** includes: printers, VCR's, Fax &amp; Answering Machines, Radios, Computer &amp; Television Monitors, Laptops, CPUs, Keyboards, Cables, Cell Phones, MP3 Players.</td>
</tr>
<tr>
<td>✓ Oil Filters</td>
<td>✓ Swimming Pool Chemicals</td>
<td>✓ Cooking Oil: Residents can drop-off 15 gallons for free once every 7 days and Businesses can drop-off 27 gallons per month for a small fee.</td>
</tr>
<tr>
<td>✓ Antifreeze</td>
<td>✓ Roofing Tar</td>
<td>✓ Microwave Ovens</td>
</tr>
<tr>
<td>✓ Automobile Batteries</td>
<td>✓ Fluorescent Tubes and Bulbs (CFLs-compact fluorescent lamps).</td>
<td>✓ Household Fire Extinguishers</td>
</tr>
<tr>
<td>✓ Sharps in designated containers only (see page 11 for details)</td>
<td>✓ Lighting Ballasts</td>
<td>✓ Mercury Thermometers</td>
</tr>
<tr>
<td>✓ Household Batteries</td>
<td>✓ Relays &amp; Switches</td>
<td>✓ Electronic Waste*** includes: printers, VCR's, Fax &amp; Answering Machines, Radios, Computer &amp; Television Monitors, Laptops, CPUs, Keyboards, Cables, Cell Phones, MP3 Players.</td>
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</tbody>
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* Aerosol cans that are COMPLETELY empty can be placed in the brown lid of the curbside split recycling cart.

** Liquid Petroleum Gas tanks that are COMPLETELY emptied can be dropped off at the Marin Recycling Center for recycling. They cannot go in the curbside carts.

*** There is a difference between Electric and Electronic waste. Only electronic waste is accepted at the HHW facility. Electric waste includes items such as small appliances (toasters, blenders, electric shavers, hair dryers, curling irons, etc.). These can be dropped off at the MRRC for recycling. Electronic waste includes items such as microwaves ovens, computers, LCD televisions, plasma televisions, portable DVD players with LCD screens, telephones, cell phones, and answering machines. For a complete list of electronic wastes, please go to our website at www.marinhhw.com.

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Please visit our website - [www.marinhhw.com](http://www.marinhhw.com) - to find more information about proper household hazardous waste disposal at the MHHWF. Additional information on the reuse, recycling, and disposal of household hazardous wastes in Marin County can be found at [www.zerowastemarin.org](http://www.zerowastemarin.org).

MHHWF also has a Reuse Center where certain products such as used paint are available for reuse and can be obtained FREE of charge.
SHARPS ARE ACCEPTED AT MHHWF IN DESIGNATED SHARPS CONTAINERS ONLY

Example of an acceptable designated sharps container.

HOUSEHOLD HAZARDOUS WASTE NOT ACCEPTED

✗ Explosives, including fireworks
✗ Ammunition
✗ Lab chemicals
✗ Radioactive materials
✗ Compressed gasses in hard shell compressed gas cylinders
✗ Medical wastes* such as IV tubing & IV fluid bags and syringes without sharps**
✗ Pharmaceutical waste including pills, liquids, and vials
✗ Infectious waste (anything soiled with blood or body fluids)
✗ Biohazard waste

STOP, THINK, THEN BRING IT TO THE HOUSEHOLD HAZARDOUS WASTE FACILITY

Please visit our website at www.marinhhw.com to find more information on proper household hazardous waste disposal at the MHHWF. Additional information on the reuse, recycling, and disposal of household hazardous wastes in Marin County can be found at www.zerowastemarin.org.

*For more information on medical waste disposal go to www.zerowastemarin.org or call 1-800-SAV-R-BAY.

**SHARPs are accepted by the Household Hazardous Waste Facility from Marin County residents ONLY (excluding Novato) and NOT from doctor’s offices, clinics or other commercial businesses. “Sharps” include hypodermic needles, pen needles, intravenous needles, lancets and other devices that are used to penetrate the skin for the delivery of medications.
CONFIDENTIAL DOCUMENT SHREDDING:  
FULLY INSURED

Address: 535 Jacoby Street, San Rafael, CA, 94901  
Hours: Monday-Friday 8:30 AM to 4:00 PM  
Closed Saturday, Sunday and Holidays  
Phone: (415) 456-2601

An appointment is required for witnessing document destruction and there is an additional fee for this service.

Please call to find out the cost associated with your individual service needs or to make an appointment to witness document destruction.

Services:
- Recycling 100% of your source separated paper documents
- Destroying x-rays, CD’s and diskettes, paper documents
- Providing certification that your documents have been destroyed

Hard drives can be taken to Renew Computers for destruction of sensitive information for a nominal fee. Please visit their website at www.renewcomputers.com or call them for more information at (415) 457-8801.

DEBRIS BOX RENTAL

Please call the office at (415) 456-2601 for pricing and arrangements.

Rent a debris box for up to six days to help clean out your closets, garage or yard. Debris boxes will automatically be removed on the seventh day.

- A nominal fee will be applied to boxes kept beyond the 7-day limit. Please call before the 7th day if extra time is needed.
- Fees will be applied to boxes that are overweight and/or overloaded.
- Boxes must be placed in a legal parking area.
- Boxes cannot be left in red zone parking areas or where overnight parking is prohibited.

All debris boxes are assessed for recyclables at the Marin Resource Recovery Center (the indoor dump).

Debris Box Sizes Hold:
- 3 cubic yards
- 5 cubic yards
- 10 cubic yards
- 18 cubic yards
- 25 cubic yards
- Larger sizes are available on request

Dimensions:
- 6’L x 3’6”W x 4’H
- 6’6”L x 4’W x 4’6”H
- 12’L x 4’6”W x 5’H
- 13’10”L x 7’6”W x 4’6”H
- 17’9”sL x 7’5”W x 5’H

A cubic yard is equivalent to seven 32-gallon carts.

Dirt Boxes
If you need to dispose of materials that are heavy like dirt, rock, or concrete, you may order a dirt box. Dirt boxes are available in 5 or 10 cubic yards.

There is an additional fee for contamination.
RECYCLING THEFT

Theft of recyclable materials is illegal and may even put you at risk for identify theft. The cities and towns we serve are partnering with Marin Sanitary Service to help prevent future theft. Please help us out. Customers work hard to source separate their materials. Once they are separated and set out at the designated curbside collection location, only Marin Sanitary Service can remove the material.

REPORTING RECYCLING THEFT

For your safety, if you see someone other than an employee of Marin Sanitary Service removing recyclables from your cart or bin, DO NOT confront the recycling thieves.

You may report this information to the number for non-emergency crime reporting, which is 311, or go to your local police force’s website for their crime reporting procedures. If it is not an emergency DO NOT call 911.

Non-emergency phone numbers for:
- San Rafael - (415) 485-3000
- Larkspur - (415) 927-5150
- San Anselmo - (415) 258-4610
- Fairfax - (415) 453-5330
- Ross - (415) 453-1453

When you call to report the theft, please try to have the following information:

1. License Number
2. Good description of the vehicle & person(s)
3. Time of theft (this is helpful for those who are not in a vehicle: who visit the same street, week after week)
4. Location/Address
Thank You
for helping to keep
Marin County clean!