



4690 East Mesquite Avenue
P.O. Box 2711
Palm Springs, CA 92263

October – December 2018

[Behind the Scenes](#)

About 30% of our residential customers subscribe to Walk-In service. As you might expect, this subscription service requires a little extra effort to perform. In our pursuit of constant improvement, we have now equipped our residential crews with hand-held tablets containing a route management application.

- On the route, among other things, these new devices enable crewmembers to efficiently retrieve gate codes, identify the location of containers, and confirm that each collection has been performed.
- In the office, the location of each vehicle and the time that each cart is serviced is automatically uploaded to our dispatcher’s desktop.



We think that this technology will help us ensure that we meet customer expectations.

[Holiday Schedules](#)

Our employees will observe Thanksgiving Day (November 22nd), and Christmas Day (December 25th), and New Years Day (January 1st). *Collections for each holiday & the remainder of that week will occur one day late. We’ll address Christmas Tree recycling next time.*

[Community Clean-Up Event](#)

[Curbside](#). The Fall 2018 curbside collection event will start Monday, October 15th (for single-family residents ONLY). You do not need to contact us to arrange a collection. Place up to two bulky items OR four containers of excess trash OR two bundles of yard waste at the curb by 6:00 A.M., Monday, October 15th. Our crews will make one pass through the City during the week collecting these items. This is a FREE event.

[Drop Off](#). If you prefer to drop off bulky items or trash, you may do so at the Palm Springs City Hall parking lot, 3200 E. Tahquitz Canyon Way. Drop-offs will be accepted on Saturday, October 20th ONLY, 8 A.M. to 2 P.M. (*Waste from commercial landscapers and contractors will NOT be accepted. This is a FREE event for Palm Springs residents.*)

[Document Shredding & E-Waste Drop-Off](#). In conjunction with this Clean-Up Event, the City is hosting a shredding & E-Waste recycling event in the City Hall parking lot October 20th beginning at 8 A.M.

[Rethinking Recycling](#)

Today, much is reported about the challenges and changes in recycling attributed to the evolving environmental policies in China. The former allowance for 15% non-recyclable content in the recyclables abruptly changed to just 0.5% non-recyclable content.

Here are 6 common products that as consumers we need to rethink before we put them in our BLUE cart (courtesy of The New York Times).

- Disposable coffee cups – These cups commonly contain a non-recyclable thin plastic film lining.
- Pizza boxes – Not recyclable when stained with grease and food.
- Yogurt cups – These fall in the #3-7 plastic category, which are no longer accepted by foreign markets.
- Containers with food scraps – Rinsing containers of food & liquids is now important again.
- Plastic shopping bags – Plastic bags clog processing equipment.
- Dirty diapers – Yes, people do this, and shouldn't.

[Outreach](#)

[Let's Chat](#). We've added a 'chat' feature to our website that, during normal business hours, links you to an available customer service staff member in real time. You may find this to be a convenient way to seek an answer or order an extra service.



[Messaging](#). Feel free to reach out to our customer service office during off hours and weekends by email or recorded message. You'll receive a response on the next business day.

[Cart Cleaning](#)

If your trash & recycling carts are in need of cleaning, Ryan Miccio of LAVACO Powerful Cleaning Solutions can help. 760-481-5792 or info@lavacosolutions.com. Charges apply.

[Upcoming Events](#)

[Sustainability Commission Subcommittee on Solar & Green Building](#). October 3, 8:30 A.M., Economic Development Conference Room, City Hall.

[ONE-PS Ecology Committee](#). October 9, 1:00 PM, Large Conference Room, City Hall.

[Sustainability Commission](#). 3rd Tuesday's, 5:00 P.M., Large Conference Room, City Hall.

[Household Hazardous Waste](#)

Drop off up to 15 gallons or 125 pounds of Household Hazardous Waste at the County of Riverside facility in Palm Springs, 1100 Vella Road. Open Saturdays ONLY, 9 AM to 2 PM.

Visit <https://www.rcwaste.org/hhw> for more information.

[Reminders](#)

[Address on Carts](#). Please mark the lids of your trash & recycling carts with your house number using a permanent marker or paint. Doing so will help you keep track of them.

[Locks](#). Walk-in service customers are reminded to regularly inspect gate locks to ensure that our collectors can gain access.