

COVID-19 and Trash Collection

Dear Valued Customers:

We hope everybody is safe and are taking the necessary precautions.

First and foremost we have to respectful of the safety and wellbeing of our employees. They are front and center performing the essential task of proper collection and disposal of household, commercial, industrial, retail, and institutional waste. The same is true for recyclable collections.

The Federal Motor Carrier Safety Administration has declared regulatory relief for commercial motor vehicle operations providing direct assistance in support of emergency relief efforts related to the COVID-19 outbreaks, “ **including transportation to meet immediate needs for supplies and equipment necessary for community safety, sanitation, and prevention of community transmission of COVID-19.**”

In addition, we are receiving daily information from the Centers of Disease Control, OSHA, and The National Waste and Recycling Association as to recommendations and safe collection of wastes.

Please follow the following guidelines:

- 1) All trash must be bagged, tied, and placed inside the cart provided. Carts are to be placed so our automated collection vehicles can retrieve the cart without physically touching the cart. If you have extra trash we suggest you try to place it inside the cart or request a secondary cart. An extra charge will apply for the use of the second cart.
- 2) Please have your trash out on time. If you miss our trucks, please hold the waste until your next collection day. Returns for missed collections may not be accommodated. An extra charge will be applied if a return is needed.

- 3) Commercial customers must have all material inside the containers. Our employees are instructed not to touch any trash outside the containers. We will have pictures taken via our onboard tablets and drive cams to verify any issues.
- 4) Our temporary cleanup/construction/bulky waste containers must have all material inside and not filled above the side walls of the container. Our employees are not to touch material inside or outside the container. The container must be water level to allow safe transport.

All trash will be collected as scheduled. We are considered an essential service for sanitation. There will be no restriction or an interruption on our operations as stated earlier. Please keep in mind of the safety of our employees as they are on the frontline of keeping our community clean and sanitary.

We find it necessary to institute these guidelines as many of our commercial, retail, restaurants, and institutional customers have closed and have had a negative impact on our industry. We will get through this by working together in a positive way.

If you have any questions or suggestions, please let me know. Thank you for your business.

Respectfully,

Patrick Caruso
President