



County of Santa Cruz
Dept. of Public Works



UNIVERSAL SERVICE ORDINANCE

Frequently Asked Questions

What does “Universal Service” mean?

- The Santa Cruz County Board of Supervisors recently enacted a “Universal Service Ordinance,” requiring all businesses and residents in urban areas of the County to sign up for curbside recycling and trash collection.

When does the new ordinance take effect?

- January 1, 2016.

How do I sign up for service?

- Please call GreenWaste Recovery at (831) 426-2711.

What are “urban areas of the County?”

- The new ordinance requires most residents and business owners within the Urban Services Line or the Urban Rural Services Boundary to subscribe to service. This affects many residents and businesses in the urban areas of Aptos, Seacliff, Rio del Mar, Seascape, Felton, Ben Lomond, Boulder Creek, Davenport, Live Oak, Soquel, Aptos, La Selva Beach, Pasatiempo, Freedom and other developed areas of Santa Cruz County.

How can I tell if this applies to me?

- To see if the ordinance applies to your home or business, go to www.santacruzcountyrecycles.org, click on “Universal Service” and check the map for your area. If you are uncertain, or don’t have internet access, you can call Santa Cruz County Recycling and Solid Waste Services at (831) 454-2160.

Why is the County doing this?

- In most California cities and counties, Universal Service is the standard. Businesses and residents are required to subscribe to recycling and waste service just as they are to water, sewer and power service. This is the case in all of our local cities as well as for nearby Counties. Residents and businesses see

this as a useful tool in addressing the problems of illegal dumping and of those without service taking advantage of their neighbors or public refuse containers.

How much will it cost?

- Currently the basic rate for weekly curbside service is about \$26 per month. This includes collection of refuse, recycling and yard waste.

How does this compare to the cost of hauling it myself?

- The minimum charge for bringing your own trash to the landfill or transfer station is \$22. Curbside service is almost always less expensive, and certainly more convenient.

Can I keep hauling my own trash if I want to?

- Self-hauling is still an option, but you must submit an application and pay an annual fee. To apply, go to www.santacruzcountyrecycles.org, and click on "Universal Service." Print out the "Application for Account for Self-Haul Exception," fill it out and mail it in with your application fee.

Are there any other exceptions?

- Yes. If the property is undeveloped or vacant, or if there are special circumstances justifying an exception, you may be eligible. To apply, go to www.santacruzcountyrecycles.org, and click on "Universal Service." Print out the "Application for Exception to Universal Service Requirement," fill it out and mail it in with your application fee.

I live in a remote area of the County. Does this apply to me?

- Probably not. The ordinance only applies to densely populated areas of the county. Check the maps on the web site or call Santa Cruz County Recycling and Solid Waste Services at (831) 454-2160 to be sure.

I don't think GreenWaste Recovery will service my location, due to a narrow road, steep driveway or other special conditions. What should I do?

- Please call GreenWaste Recovery at (831) 426-2711.

My trash is being collected by another service than GreenWaste Recovery, such as Valley Trash or Summit Waste and Recycling. Is this ok?

- It's probably fine. These services generally work only in areas that are not serviced by GreenWaste Recovery. If you want to double check, please call Santa Cruz County Recycling and Solid Waste Services at (831) 454-2160.

This is the first I've heard of this. Why wasn't there more outreach?

- The County conducted numerous public meetings in widespread locations to inform the public and gather feedback. The ordinance was also mentioned several times in local media, and the County Board of Supervisors conducted a public hearing on the ordinance.

Where can I get more information?

- Check the web site at www.santacruzcountyrecycles.org, and click on "Universal Service," call GreenWaste Recovery at (831) 426-2711, or contact Santa Cruz County Recycling and Solid Waste Services at (831) 454-2160.