



DISTRIBUTION DATE: 7/31/15

MEMORANDUM

TO: HONORABLE MAYOR &
CITY COUNCIL

FROM: Brooke A. Levin
Director, OPW

SUBJECT: Updates to Recycling Hotline Frequently
Asked Questions – New Trash, Compost
And Recycling Services

DATE: July 30, 2015

City Administrator

Date

Approval /s/

7/30/15

INFORMATION

The Public Works Recycling Hotline receives and addresses all trash, compost and recycling services inquiries directly from constituents and referrals from the Mayor's office, City Council offices, and other sources. The Frequently Asked Questions (FAQs) have been updated and enhanced to reflect experience gained from providing assistance to Oakland residents and businesses since the July 1 launch of new collection services. A new set of FAQs specific to multifamily residential property owners and managers has been added. The links below will take you to the online publications located on the City of Oakland's Oakland Recycles webpage.

- **For Residents** – *last updated July 22, 2015*
[City of Oakland Frequently Asked Questions for Residents](#)
- **For Residential Property Managers** – *(new) – last updated July 30, 2015*
[City of Oakland Frequently Asked Questions for Owners and Property Managers of 5+ unit Residential Buildings](#)
- **For Businesses** – *last updated July 30, 2015*
[City of Oakland Frequently Asked Questions for Businesses](#)

Please refer constituent inquiries to the Recycling Hotline, at 510-238-SAVE (7283) or recycling@oaklandnet.com. Should you have questions, please contact Sean Maher, Zero Waste Communications Manager, at 510-238-7968 or at smaher@oaklandnet.com.

Respectfully submitted,

/s/

Brooke A. Levin
Director, Oakland Public Works