



GreenWaste of Palo Alto, LLC
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Important Update: Palo Alto Route Rebalancing Initiative

GreenWaste of Palo Alto is implementing a route rebalancing initiative across the city to improve service efficiency, reliability, and consistency for all residents and businesses.

What You Need to Know

- Your service day will NOT change.
- You may notice a change in pickup time on your regular service day.
- You may also see a different driver or collection team.

Transition Period (First Two Months)

During the first two months of this initiative, our drivers will be learning new routes. As a result, pickup times may vary as routes are optimized.

Please note, we kindly ask for your patience and understanding during this adjustment period. To ensure service, please:

- Place carts curbside by 6am or the night before.
- Leave them out until collected.
- Keep access areas clear.

Why We're Making This Change

This initiative helps us:

- Improve route efficiency.
- Enhance service reliability.
- Support consistent, high-quality service across the city.

What to Do If Your Carts are Missed

If your containers have not been serviced by the end of your regular collection day, please leave them out and contact GreenWaste of Palo Alto Customer Service so we can confirm service and schedule a return trip, if needed.