

COVID-19: BuRRT FAQ'S

"STAY AT HOME" ORDER FOR THE GENERAL PUBLIC AND NON-ESSENTIAL BUSINESSES

www.santaferrecycling.org

(505) 424-1850, ext. 150

The following information was last updated on April 22. The Santa Fe Solid Waste Management Agency is monitoring the COVID-19 situation closely and will notify the general public and non-essential businesses if changes to BuRRT's operations occur.

To comply with the Governor's Public Emergency Public Health Order dated April 6, 2020, that further restricts business activities and public gatherings, the Agency has suspended all non-essential services at Buckman Road Recycling and Transfer Station (BuRRT) to the general public and non-essential businesses and has reduced operating hours, effective Monday, April 13, 2020.

This measure comports with the Stay at Home Order by the Governor and will mitigate the spread of COVID-19. This measure will also provide the social distancing required to protect BuRRT customers and Agency workers.

Q1: How long will the Stay at Home Order last?

A1: April 30 unless the Governor extends the order.

Q2: Who are the general public?

A2: The general public are homeowners, renters, lodgers, roommates, dwellers and visitors.

Q3: Who are non-essential businesses?

A3: All businesses and non-profit entities that are not deemed to be essential per Governor's Public Emergency Public Health Order. The Stay at Home – Essential Businesses list can be found at <https://cv.nmhealth.org/stay-at-home-essential-businesses/>. If you are still unsure if your business is essential, send an email to covid.exemption@state.nm.us for a determination.

Q4: What are essential services for the general public?

A4: The general public can make essential trips to BuRRT for perishable waste that will decay, cause odor, attract pests or pose a health risk such as food waste, kitchen waste, toiletries, soiled diapers and household waste generated from within the home. This does not include trash from cleanups of garages and backyards and remodeling projects.

Q5: Which items that BuRRT will not accept from the general public and non-essential businesses during the pandemic?

A5: The non-essential items that BuRRT will not accept are:

- Trash from "Spring cleaning"
- Trash from cleanups of garages and backyards
- Waste from remodeling projects
- Bulky items such as old furniture, mattresses, appliances
- Green waste

- Tires
- Recyclable materials including glass bottles
- Household hazardous waste such as paint, oil, chemicals, batteries and fluorescent bulbs.
- E-waste, including computers and televisions

The Agency encourages the general public and non-essential businesses to postpone or minimize all non-essential activities. If possible, place waste and recyclables in your curbside cart containers as they are generated.

Q6: I am a county resident without trash collection service. Can I bring my waste to BuRRT?

A6: Yes, but only perishable and household wastes (see Q4 above). Please bring proof of county residency. County residents may utilize the county collection centers if they have a permit/punch card (See Q27 for how to obtain a punch card). City residents are not eligible for permits/punch cards.

Q7: I am a horse owner. Can I bring manure to BuRRT?

A7: Yes.

Q8: Who are essential businesses?

A8: Per Governor’s Public Emergency Public Health Order, the businesses deemed essential that may use BuRRT are:

- Government – all federal, state, county, local
- Solid waste collection and removal (e.g., City of Santa Fe, Santa Fe County, Waste Management, Capital Scrap, Santa Fe Waste, MCT Waste, Ibarra’s Trash Services, Road Runner Waste)
- Recycling collection and removal (e.g., City of Santa Fe, Santa Fe County, private waste haulers)
- BuRRT commercial account holders
- Commercial and residential construction and maintenance
- Landscapers
- Road repair and construction
- Any non-essential services that are necessary to maintain the safety and sanitation of residences or businesses as determined by the Agency on a case-by-case basis

Essential businesses that are involved in infrastructure operations and the service sector as defined by the COVID-19 Exemption Team can be found at covid.exemption@state.nm.us. Businesses needing clarity on essential services can send inquiries to covid.exemption@state.nm.us.

Q9: I have an essential business but don’t have a commercial account. Can I bring waste to BuRRT?

A9: Yes, you must bring the business license with you. You must also follow the proper social distancing protocols.

Q10: I have a landscaping business. Can I bring green waste to BuRRT?

A10: Yes, the green waste load must be clean or the load will be charged as a contaminated load. You must also follow the proper social distancing protocols.

Q11: I have a construction business. Can I bring construction debris to BuRRT?

A11: Yes, you must be an essential business doing essential services such as construction or maintenance. You must also follow the proper social distancing protocols.

Q12: What are the social distancing protocols at BuRRT?

A12: Have your payment ready at the scale house. Pay with a credit card rather than cash. Stay at least six feet away from other customers and employees. Do not park next to another customer. Heed to Agency's instructions. If you are sick, do not use BuRRT and stay home.

Q13: As a homeowner, can I bring green waste to BuRRT?

A13: No. There are several options you can take.

- Hold off your landscaping project until BuRRT can accept green waste.
- Store green waste on your property until services resume at BuRRT.
- Use an essential landscaping business that meets the Governor's Public Emergency Public Health Order.

Q14: As a homeowner, can I bring trash from cleanups and remodeling projects to BuRRT?

A14: No. There are several options you can take.

- Hold off your cleanup or remodeling project until services resume at BuRRT.
- Store the waste on your property until services resume at BuRRT.
- Use an essential business that meets the Governor's Public Emergency Public Health Order.
- Take the waste in a self-dumping trailer to Caja del Rio Landfill.

Q15: I use BuRRT for my recycling needs. What should I do with my recyclable materials?

A15: There are several options you can take.

- If you are a city or county resident with solid waste and recycling services, please place the recyclable materials in the recycling cart provided to you (**Excluding Glass**).
- Only County residents may take their recyclable materials to one of the Santa Fe County's convenience centers at no cost. You can check their website at http://www.co.santa-fe.nm.us/public_works/trash_and_recycling/centerinfo or contact Santa Fe County at 992-3010.
- Hold onto your recyclable materials until services resume at BuRRT. Most recyclable materials do not contain microorganisms and are safe to store temporarily.

Q16: What should I do with my glass bottles?

A16: There are several options you can take. These are:

- Hold onto your glass bottles until services resume at BuRRT.
- Discard the glass bottles in your trash. Glass will not cause any environmental harm in a landfill.
- If possible, buy items in non-glass packaging materials that can be recycled such as aluminum cans and plastic bottles.

Q17: How should I handle computers, televisions and other electronic waste?

A17: The Agency strongly encourages you to hold onto them until electronic waste services resume at BuRRT.

Q18: I have paint, oil and chemicals that I need to get rid from my house, how should I handle them?

A18: The Agency strongly encourages you to hold onto them until the household hazardous waste (HHW) services resume at BuRRT.

Q19: Can I pick up mulch or glass from BuRRT?

A19: No, mulch and glass will not be provided at this time.

Q20: Can customers expect long lines at BuRRT?

A20: Yes, particularly in the morning after opening BuRRT and the last two hours of service.

Q21: What are the reduced hours for BuRRT?

A21: Monday-Friday from 8:00 am to 4:45 pm for essential businesses including commercial waste haulers and commercial account holders (see above for complete list of essential businesses). Closed on weekends. Please check our website regularly as the hours may change.

Q22: What are the reduced hours for Caja del Rio Landfill?

A22: Monday-Friday from 7:00 am to 4:00 pm and Saturdays from 7:00 am to 1:00 pm for commercial account holders and customers with self-dumping trailers (no unloading by hand). Please check our website regularly as the hours may change.

Q23: Where are BuRRT and Caja del Rio Landfill located?

A23: BuRRT is located at 2600 Buckman Road and Caja del Rio Landfill is located at 149 Wildlife Way.

Q24: What days are the county collection centers open?

A24: Santa Fe County Solid Waste manages seven convenient trash and recycling drop-off locations, each with varying hours of operation. Check their website at http://www.co.santa-fe.nm.us/public_works/trash_and_recycling/centerinfo or contact Santa Fe County at 992-3010.

Q25: What can a county resident expect at the county collection centers?

A25: The collection centers are open and available for those living in the county with a valid punch card. Punch cards will not be punched at this time allowing free disposal to assist county residents during the COVID-19 public health emergency until further notice. County staff will document visitor's names, valid punch card numbers, vehicle license plate numbers, confirm county residency, and follow all other laws, rules, and regulations at the collection centers. Please note, all centers have limited the number of vehicles allowed on the tipping floor and in the recycling center at a time, only one trip per day per resident is allowed, and punch cards are nontransferable and must be presented by the owner of the card. "Bag Tags" are not affected by this change.

Q26: What are the social distancing protocols at the county collection centers (stations)?

A26: Have your proof of residency and punch card ready at the station. Heed to the County's instructions. If you are sick, do not use the station and stay home. In order to abide by social distancing requirements at each station, please expect possible delays due to the following changes:

- Eldorado and Jacona station will allow ONLY three vehicles to tipping floor and recycling center at a time.
- Nambe, La Cienega, San Marcos, and Stanley stations will allow ONLY two vehicles to tipping floor and recycling center at a time.
- Tesuque station will allow ONLY one vehicle to tipping floor and recycling center at a time.

Q27: How can I buy a permit/punch card for the county solid waste collection centers?

A27: City of Santa Fe residents cannot purchase county permits/punch cards. County residents can apply for a permit/punch card at the Public Works Department, Monday through Friday from 10 a.m. to 12 noon, the County's Treasurer's Office at the Administrative Complex **by appointment only**, and the Pojoaque and Edgewood satellite offices on Tuesday, Wednesday, and Thursday from 10 a.m. to noon. Go to http://www.co.santa-fe.nm.us/public_works/trash_and_recycling or contact Santa Fe County at 992-3010. Please note: The County's Treasurer's Office is currently open by appointment only. Contact their office at 986-6245 to schedule an appointment.

Q28: I'm a city resident, my trash/recycling did not get picked up. Who can I call?

A28: Call the City of Santa Fe Environmental Services at (505) 955-2200.

Q29: I'm a county resident, my trash/recycling did not get picked up. Who can I call?

A29: Check your cart for the name of the private waste hauler that provides services for you. The following is a listing of private waste haulers:

- Capital Scrap Metals, (505) 471-0740
- Ibarra's Trash Service, (505) 920-3264
- MCT Waste, (505) 345-8651
- Waste Management, (505) 892-1200

Q30 How do I report illegal dumping in my area?

A30: To report illegal dumping, please contact the following:

For any illegal dumps located within the City of Santa Fe: Constituent Services at (505) 955-6949.

For any illegal dumps located within Santa Fe County limits: Santa Fe County Solid Waste Compliance Officer at (505) 629-2937.

You can also report illegal dumping with the New Mexico Environment Department Solid Waste Bureau at (505) 827-0197 or through the Environmental Notification Tracking System at:

https://ents.web.env.nm.gov/public/INCIDENT_HDR_add.php

You may also contact the Santa Fe area enforcement officer, Peter J. Garcia, Sr., (505) 827-1749. If you are located outside of the Santa Fe area and have an illegal dumping issue, you can obtain the contact information for your area enforcement officer at:

<https://www.env.nm.gov/solid-waste/contact-us/#enforcementareas>

Q31 **I need other help. Who can I call?**

A31: You can call us at (505) 424-1850, extension 150. You can also visit our website at www.SantaFeRecycling.org.