

ATTACHMENT E

Preliminary Reports Documenting Existing Trash Management Practices and Policies of the SCVURPPP Co-permittee Municipalities and Agencies

Program staff developed and distributed an existing trash management practices survey form to individual Co-permittee staff (Attachment D). The main purpose of the survey was to document existing trash management practices and policies for each Co-permittee. The survey responses were compiled and entered into a Microsoft Access® database. Preliminary reports were generated from the database to document existing trash management practices and policies implemented by the Co-permittees. The first report contains Co-permittee responses to survey question number one; the second report contains responses from survey questions 2 - 9. The Trash AHTG reviewed these reports and commented on the utility of this information at the December 18 Trash AHTG to help in the development of the Trash Work Plan.

The AHTG determined that additional information to the survey data reports would enhance the report and assist the Program to better evaluate the effectiveness of existing management practices and to identify where potential management actions are needed. As part of the Trash Work Plan, Program staff will continue to collect information (and data sources) related to existing trash management practices and policies of agencies within the SCVURPPP jurisdiction. Additional surveys and interviews with individual Co-permittees will assist in filling in the gaps and provide a more detailed and comprehensive documentation of existing trash management and monitoring activities. In addition, the location of known trash problem areas will be collected from the Co-permittee agencies to assist in the evaluation of current management practices.

Co-permittee Existing Trash Management Practices Survey Detail Report

1. Does your municipality/agency conduct or participate in the following trash management activities:

Cupertino		
Activity	Frequency	Notes
Household hazardous waste collection	On-going	
Solid waste recycling program	On-going	
Curb-side recycling program	Variable	Biweekly at homes. Weekly (minimum) at apartments and businesses.
Respond to trash complaints	As Required	Not a frequent problem
Litter pick-up and control	On-going	Regularly picked up by City staff on Stevens Creek and De Anza Blvds.
Trash removal from receptacles	On-going	Picked up at parks and main streets.
Street sweeping	Variable	City contractor sweeps commercial areas once a week. Residential areas are swept twice a week. Approximately 50 % of streets have sweeping and no parking signs.
Stormdrain operations and maintenance	Annually	Storm drain inlets are vacuumed out annually.
Inspection and maintenance of stormdrain outfalls	N/A	Maintained by SCVWD.
Free trash pick-up and/or drop-off days	Biannual	Two on-call disposal days a year.
Reduced trash fees for low-income residents	On-going	Senior, low-income rates available.
Removal of homeless encampments	As Required	Not common in Cupertino.
Anti-litter campaigns	N/A	Never been an important problem in Cupertino.
Volunteer creek clean-up programs	Biennial	Every other year or so- if warranted by litter in creeks.

Los Altos		
Activity	Frequency	Notes
Household hazardous waste collection	Variable	Administered by the County. Available by appointment with Sunnyvale being the closest location. Los Altos does host a collection event one week/year by appointment.
Solid waste recycling program	N/A	
Curb-side recycling program	Bimonthly	
Respond to trash complaints	Complaint Dri	Responses are made when complaint is received. Action will depend on the complaint.
Litter pick-up and control	Variable	City parks are cleaned-up daily. City boulevards are cleaned-up monthly. Various events are cleaned-up after completion.
Trash removal from receptacles	Daily	Commercial areas and City Parks are picked-up daily.
Street sweeping	Variable	Residential streets are swept monthly and streets within commercial areas are swept weekly.
Stormdrain operations and maintenance	Annually	Cleaned annually and additionally as needed.
Inspection and maintenance of stormdrain outfalls	Annually	
Free trash pick-up and/or drop-off days	Biannual	By appointment
Reduced trash fees for low-income residents	N/A	
Removal of homeless encampments	As Required	
Anti-litter campaigns	N/A	
Volunteer creek clean-up programs	N/A	

Los Altos Hills

Activity	Frequency	Notes
Household hazardous waste collection	N/A	
Solid waste recycling program	Weekly	
Curb-side recycling program	Weekly	
Respond to trash complaints	Upon Request	
Litter pick-up and control	Upon Request	
Trash removal from receptacles	Routine	By contract
Street sweeping	Biannual	
Stormdrain operations and maintenance	Annually	
Inspection and maintenance of stormdrain outfalls	Annually	
Free trash pick-up and/or drop-off days	Occasionally	By events
Reduced trash fees for low-income residents	N/A	
Removal of homeless encampments	N/A	
Anti-litter campaigns	N/A	
Volunteer creek clean-up programs	Biannual	Volunteering events

Milpitas

Activity	Frequency	Notes
Household hazardous waste collection	By Appointment	
Solid waste recycling program	Weekly	
Curb-side recycling program	Weekly	
Respond to trash complaints	Complaint Dri	
Litter pick-up and control	As Required	
Trash removal from receptacles	Daily	
Street sweeping	Variable	Commercial (weekly), Residential (bimonthly). Milpitas sweeps approximately 10,000 curb miles/year.
Stormdrain operations and maintenance	Annually	
Inspection and maintenance of stormdrain outfalls	Biannual	
Free trash pick-up and/or drop-off days	Bimonthly	Landfill drop-off- Second and fourth Saturday of each month.
Reduced trash fees for low-income residents	N/A	
Removal of homeless encampments	As Required	Requested by the Police
Anti-litter campaigns	On-going	Informational letters
Volunteer creek clean-up programs	Biannual	In May and September

Mountain View

Activity	Frequency	Notes
Household hazardous waste collection	Weekly	County HHW
Solid waste recycling program	On-going	
Curb-side recycling program	On-going	
Respond to trash complaints	Complaint Dri	
Litter pick-up and control	On-going	
Trash removal from receptacles	On-going	
Street sweeping	Variable	Routine, varies by district
Stormdrain operations and maintenance	Variable	Routine, varies by area
Inspection and maintenance of stormdrain outfalls	N/A	
Free trash pick-up and/or drop-off days	Biannual	
Reduced trash fees for low-income residents	N/A	
Removal of homeless encampments	Complaint Dri	On a complaint basis
Anti-litter campaigns	On-going	Regular articles and education regarding proper trash management (schools)
Volunteer creek clean-up programs	Biannual	Two city events per year.

Palo Alto

<u>Activity</u>	<u>Frequency</u>	<u>Notes</u>
Household hazardous waste collection	Variable	Palo Alto provides a drop-off location rather than a collection event(s). Drop-off is available five days/week for mercury, silver and organophosphate pesticides; daily for oil antifreeze and batteries and monthly for all other hazardous waste streams..
Solid waste recycling program	Daily	Backyard pick-up of recyclables and green waste available for the handicapped. The Palo Alto Landfill, Recycling Center, and green waste composting area are open to residents 7 days/week at extremely reasonable rates. Recycling and green waste areas are free.
Curb-side recycling program	Weekly	Weekly, backyard pick-up. Weekly curbside recycling (bottle, cans, paper, dry-cell batteries, certain plastics, cardboard). Weekly curbside green waste pick-up.
Respond to trash complaints	Variable	Messy dumpster areas are brought to the attention of the property owner, verbally first, then via letter. If compliance does not result, the sanitation company (City contractor) can clean the area and bill the property owner. In addition, trash on private property is a Palo Alto Municipal Code (PAMC) violation (esp. visible trash – front yard). Incoming complaints result in: a) Logging and tracking; b) Inspection within 5 days; c) Notice of Violation (NCR form delivered or posted.); d) Can be followed by letter; e) Can be followed by administrative penalty and criminal action.
Litter pick-up and control	Variable	a) University Avenue Patrol (Green Machine)- Daily- July 1 through December 31; Five days/week- January 1 through June 30. Hot spots program- Patrol of identified roadside areas known to accumulate trash. Persons who litter are subject to action by the Police Department. The California Vehicle Code is used to prosecute cases of littering from a moving vehicle. Cases are investigated and appropriate ones are referred to the District Attorney. The California Penal Code or the PAMC is used to prosecute other cases of littering. Penal Code cases are referred to the District Attorney and PAMC cases are referred to the City Attorney. Complaints and observations of trash result in clean-up by City Staff (or SCVWD staff for most creek-bed areas). If the responsible party is known, the facts are referred to Code Enforcement (Planning and Community Environment Department) for enforcement. Land fill Litter Control- Litter migration from the working face of the Landfill is controlled primarily through the use of the alternate daily cover tarps, weekly cover and the use of permanent and portable fencing. Litter is routinely picked up by landfill personnel on an as-needed basis. Materials dropped off from vehicles that may pose a hazard are picked up immediately. In the event of high winds, temporary staff is brought on to augment permanent staff, if needed, to pick up windblown litter. Daily from July 1 through December 31. Five days/week January 1 through June 30. b) Hot spots program: Patrol of identified roadside areas known to accumulate trash.
Trash removal from receptacles	Variable	Sanitation Company (contractor) removes spilled or overflowing containers as well as trash in the containers; Sanitation Company is required to clean up trash if it spills. Fines are possible. Trash receptacles are emptied by Sanitation Company (City contractor) at various frequencies depending on location. Trash pick-up of grounds is performed at various frequencies by either City staff or maintenance contractor depending on location.
Street sweeping	Variable	a) Three times per week in Major Commercial Areas (University and California Avenues); b) Weekly in other areas; c) Highway 101 - State responsibility; d) Oregon & Foothill Expressways – County responsibility.
Stormdrain operations and maintenance	Variable	a) Each catch basin cleaned each fall (annually); b) If debris is observed in a line next to a catch basin, the line is flushed; c) Special areas are addressed as needed (e.g. construction site areas after the project is over.); d) Enforcement actions for discharges to the storm drain are taken when intentional discharges are observed; e) Residents and Businesses who sweep excess leaves or debris into the street are notified (via door hanger) of the code violation; f) If the practice continues, it is referred to Code Enforcement (Planning and Community Environment Department).
Inspection and maintenance of stormdrain outfalls	As Required	Typically, there are no locations where trash collects.
Free trash pick-up and/or drop-off days	Annually	a) Residential (less than 5 units); b) By appointment (by phone); c) Four Bulky (furniture) items; d) Other items unlimited; e) Free; f) One visit allowed per year.
Reduced trash fees for low-income residents	On-going	Weekly trash collection is available.
Removal of homeless encampments	As Required	
Anti-litter campaigns	As Required	
Volunteer creek clean-up programs	Variable	Note: The cleaning of most creek reaches within Palo Alto are the responsibility of the Santa Clara Valley Water District (SCVWD). Certain reaches of San Francisquito Creek are the responsibility of Palo Alto. Each Fall (annually) a San Francisquito Creek walk is conducted with other agencies to identify clean-up of debris which is needed. Debris and trash is then removed. Creek Cleaning by Citizen Groups (Community Services and Public Works)- The City and organized citizen groups participate in Coastal Clean-up Day to clean creeks and the Baylands. Citizen groups bag trash and City crews pick it up.

San Jose

<u>Activity</u>	<u>Frequency</u>	<u>Notes</u>
Household hazardous waste collection	Variable	Drop-off: By appointment for 3% of HH/yr. Curbside: Weekly collection of used oil and filters for all single-family HH and by arrangement for multi-family complexes.
Solid waste recycling program	Variable	Varies—most materials can be recycled at multiple locations Monday-Saturday.
Curb-side recycling program	Weekly	Weekly collection (Monday-Friday)
Respond to trash complaints	On-going	Continuous (mostly during business hours)
Litter pick-up and control	On-going	
Trash removal from receptacles	Variable	ESD/IWM (contract with Stevens Creek Disposal & Recycling)- one to six times per week, as needed. General Services/Parks Maintenance and PRNS/Regional Parks staff- one to seven times per week or more, as needed. DOT (contract with Universal Maintenance)- twice daily
Street sweeping	Variable	Residential: semi-monthly. Business and arterials: varies.
Stormdrain operations and maintenance	Annually	27,000 + storm drain inlets serviced annually (after leaf drop)
Inspection and maintenance of stormdrain outfalls	Annually	700+ outfalls inspected annually and maintained as needed and as budget allows.
Free trash pick-up and/or drop-off days	On-going	78(?) neighborhood cleanups per year. One in each Strong Neighborhood Initiative area, plus several related to Code activities).
Reduced trash fees for low-income residents	On-going	\$450,000 per year in General Fund subsidy
Removal of homeless encampments	Monthly	Usually the third Saturday
Anti-litter campaigns	On-going	Started in 2002
Volunteer creek clean-up programs	Biannual	Coordinated through Creek Connection Action Group

Santa Clara

<u>Activity</u>	<u>Frequency</u>	<u>Notes</u>
Household hazardous waste collection		
Solid waste recycling program	On-going	On-going at landfill sites.
Curb-side recycling program	Weekly	
Respond to trash complaints	As Required	
Litter pick-up and control	As Required	
Trash removal from receptacles	Weekly	Weekly?
Street sweeping	Variable	Weekly/Biweekly
Stormdrain operations and maintenance	Annually	
Inspection and maintenance of stormdrain outfalls		
Free trash pick-up and/or drop-off days	Seasonal	one clean-up campaign and two free droff-offs
Reduced trash fees for low-income residents	As Required	
Removal of homeless encampments	As Required	
Anti-litter campaigns		
Volunteer creek clean-up programs		

Sunnyvale

Activity	Frequency	Notes
Household hazardous waste collection	Variable	City participates in Countywide HHW program and augments funding to provide service to as many households as wish to participate. County HHW collection event at Carl Road facility occurs the third Saturday of each month from 8 AM - 1 PM and is open to all Sunnyvale residents (no appointment necessary and at no charge). County residents can also make an appointment to drop off material at this location. Motor oil and oil filters are picked up with curbside recyclables for Sunnyvale residents, when placed in special one-gallon oil jugs and plastic oil filter bags. Sunnyvale, Mountain View, and Palo Alto residents can bring motor oil, oil filters, antifreeze, batteries (both household and vehicle), and fluorescent tubes to the SMaRT station from 8 AM - 5 PM, 7 days a week for recycling.
Solid waste recycling program	Daily	Businesses and residents from any community may bring their recyclables to the SMaRT Station Recycling Center from 8 AM - 5 PM, 7 days a week.
Curbside recycling program	Weekly	Sunnyvale provides weekly (single family and multi-family) residential curbside recycling program for tin/aluminum beverage containers, plastics (#1-7), glass food and beverage containers, newspaper, used oil and oil filters, and corrugated cardboard. White or other colored paper, junk mail, envelopes, magazines, or waxed food boxes are recovered at the SMaRT station.
Respond to trash complaints	On-going	Public Works, Solid Waste Division - Solid Waste Contractor responds to complaints related to trash collection activities (e.g., blowing debris, litter from collection process, and missed collections). They also respond to open dumpster, litter complaints at businesses. Response times to complaints received must be within 8 hours (1 working day-contract requirement). Public Works, Field Services Division - Field Services staff respond to complaints of trash in roadways, medians, rights-of-way, sidewalks, and City easements. Emergency responses to roadway hazards must occur within 3 hours of receipt of the call. Non-hazardous, non-emergency complaints are responded to within two working days. Community Development -Neighborhood Preservation responds to trash/nuisance calls on private property. Staff have three working days to respond to a complaint. Their goal is to resolve it within 30 days. Resolution usually occurs within 20 days. However, it may sometimes take longer if legal procedures are needed to resolve a complaint. Public Safety responds to dumping of hazardous materials, illegal dumping, and homeless encampments/trespass complaints. Staff respond immediately to hazardous or dangerous complaints. They have up to three days to respond to non-threatening or nuisance complaints.
Litter pick-up and control	On-going	Public Works/Solid Waste Division requires SMaRT Station contractor to pick up litter from areas with high truck traffic/potential for litter on the way to the SMaRT Station (e.g. Borregas Ave, Carl Rd, Mathilda Ave north of Highway 237, Caribbean Drive). Clean ups of these areas are scheduled for twice each week. Refuse collection contractor is required to clean up materials spilled during collection. Public Works -Field Services Division schedules street sweeping to occur every two weeks in residential areas for the day after garbage collection day. They pick up debris from streets on an emergency basis (within 3 hours of a notice). They also pick up litter from public rights-of-way, city easements, and pedestrian walkways when notified of a problem. Public Works - Field Services and Boulevard Landscape field crews sweep or vacuum sidewalks and plazas every other week. Murphy Avenue is cleaned twice each week, due to the high traffic in the area. Parks and Recreation Dept. staff pick up litter from parks on a daily basis in summer months (April - October) and Monday - Friday in winter months (November - March).
Trash removal from receptacles	Variable	Public Works/ Solid Waste Division contracts with waste hauling company to empty litter receptacles weekly or as needed in commercial areas. Valley Transit Authority is responsible for emptying litter receptacles at major bus/transit stops. Parks and Rec. Dept. staff empty waste and recycling receptacles in parks daily (or more frequent basis if there is an event) into the park dumpster and recycling bins in summer months. They remove trash and recyclables from receptacles Monday - Friday in winter months. Waste hauling contractor empties dumpsters/recycle bins daily in summer months and every 2-3 days in winter months.
Street sweeping	Variable	City streets are swept twice each month, usually the day after garbage collection in residential areas. The Downtown District and City parking lots are swept three times a week. Extra sweeping requests can be made in conjunction with a trash complaint.
Stormdrain operations and maintenance	As Required	All municipal catch basins are inspected annually, and cleaned out, if needed. They are also cleaned out on an "as needed" basis if there is a complaint.
Inspection and maintenance of stormdrain outfalls	Annually	Storm Drain outfalls are inspected annually. Storm drain pump stations are inspected weekly. They are also inspected just prior to and almost hourly after major storm events.
Free trash pick-up and/or drop-off days	Seasonal	•Spring and fall clean ups have "extended" curbside collection for city residents. These events last for four weeks and residents can dispose of bulky goods or household debris on their regular garbage day at no extra charge. Loose items must be bagged or boxed or otherwise containerized for collection. •During each spring and fall clean up, the City offers two "extra dump weekends" where residents can dispose of garbage, refuse (especially large bulky items) free of charge at the SMaRT Station.

Reduced trash fees for low-income residents	N/A	<ul style="list-style-type: none"> In conjunction with recognized neighborhood associations, there may be a specific neighborhood clean up event where roll-off debris boxes are placed throughout a neighborhood for a specific weekend, then picked up Monday morning. Neighborhood residents who are unable to participate in other no-cost disposal options can use them.
Removal of homeless encampments	As Required	Fee reductions are not available. However, there are different choices for level of service (limited quantity - 32 gallon can vs. unlimited). Residents can chose to pay for limited service for a lesser fee, then take advantage of spring/fall clean up free "extra dump" day activities.
Anti-litter campaigns	On-going	Community Development - Neighborhood Preservation can, with assistance of Public Safety staff, remove homeless encampments within city limits. Public works department staff will provide equipment to remove trash and debris. This is done on an as-needed basis, based on complaints received.
Volunteer creek clean-up programs	N/A	<ul style="list-style-type: none"> Anti-littering messages were developed and sent out as a part of Environmental Outreach program efforts (e.g., transit advertising, movie theatre slide shows) during a two-month period in 2002. Litter source reduction messages (e.g., keep storm drains cleared of yard debris, options for disposing of various wastes) are sent out through semi-annual Solid Waste Recycling newsletter as well as in utility bill stuffers several times each year. The Solid Waste Service Guide is mailed to all residents and businesses. It contains information about the proper procedures for preparing solid waste for recycling or disposal.

West Valley Communities (Campbell)

<u>Activity</u>	<u>Frequency</u>	<u>Notes</u>
Household hazardous waste collection	N/A	Santa Clara County provides service for Campbell
Solid waste recycling program	Weekly	Residential only. Conducted by Green Valley Disposal Company.
Curb-side recycling program	Weekly	Residential only. Separate bins for recyclables and yard waste.
Respond to trash complaints	Daily	
Litter pick-up and control	Daily	
Trash removal from receptacles	Variable	One to three times/month
Street sweeping	Variable	Commercial (once/week), Residential (twice/month)
Stormdrain operations and maintenance	Seasonal	Once/year
Inspection and maintenance of stormdrain outfalls	Seasonal	Once/year
Free trash pick-up and/or drop-off days	Annually	Fall cleanup
Reduced trash fees for low-income residents	On-going	Reduced rates for senior citizens
Removal of homeless encampments	As Required	On occasion
Anti-litter campaigns	On-going	Anti-litter messages are distributed through publications, newspaper and radio announcements.
Volunteer creek clean-up programs	Variable	Two creek cleanups (May and October) are conducted per year. Other litter clean-up activities are conducted through Adopt-a-Creek. Litter is also removed from road off-ramps.

West Valley Communities (Los Gatos)

<u>Activity</u>	<u>Frequency</u>	<u>Notes</u>
Household hazardous waste collection	On-going	Santa Clara County HHW provides for Town of Los Gatos.
Solid waste recycling program	On-going	No 1/2 time position to administer AB939 activities.
Curb-side recycling program	Variable	Residential one day/week; Commercial one to three times/week.
Respond to trash complaints	Daily	
Litter pick-up and control	Daily	
Trash removal from receptacles	Frequent	three to four times/week
Street sweeping	Variable	Commercial: once/week; Residential: twice/month
Stormdrain operations and maintenance	Seasonal	once/year
Inspection and maintenance of stormdrain outfalls	Seasonal	once/year
Free trash pick-up and/or drop-off days	Biannual	Spring and Fall Clean Up; twice/year
Reduced trash fees for low-income residents	On-going	
Removal of homeless encampments	As Required	
Anti-litter campaigns	On-going	Education and Outreach
Volunteer creek clean-up programs	On-going	Throughout the year.

West Valley Communities (Monte Sereno)

<u>Activity</u>	<u>Frequency</u>	<u>Notes</u>
Household hazardous waste collection	Monthly	
Solid waste recycling program	Weekly	
Curb-side recycling program	Weekly	
Respond to trash complaints	As Required	
Litter pick-up and control	N/A	
Trash removal from receptacles	N/A	
Street sweeping	Monthly	
Stormdrain operations and maintenance	Biannual	Biannually and before/after any major storm event
Inspection and maintenance of stormdrain outfalls	Biannual	Biannually and before/after any major storm event
Free trash pick-up and/or drop-off days	Biannual	
Reduced trash fees for low-income residents	N/A	
Removal of homeless encampments	N/A	
Anti-litter campaigns	Variable	Conducted by WVCWP
Volunteer creek clean-up programs	Biannual	Events in May and September

West Valley Communities (Saratoga)

<u>Activity</u>	<u>Frequency</u>	<u>Notes</u>
Household hazardous waste collection	Annually	One HHW collection event is conducted once/year within Saratoga. Residents may contact County HHW to schedule an appointment at any time.
Solid waste recycling program	Annually	
Curb-side recycling program	Weekly	
Respond to trash complaints	As Required	
Litter pick-up and control	As Required	
Trash removal from receptacles	Weekly	
Street sweeping	Weekly	
Stormdrain operations and maintenance	As Required	
Inspection and maintenance of stormdrain outfalls	As Required	
Free trash pick-up and/or drop-off days	Annually	
Reduced trash fees for low-income residents	N/A	
Removal of homeless encampments	N/A	
Anti-litter campaigns	On-going	Handled by the WVCWP.
Volunteer creek clean-up programs	Biannual	

Santa Clara County

<u>Activity</u>	<u>Frequency</u>	<u>Notes</u>
Household hazardous waste collection	On-going	Services provided through County HHW Disposal Program: Residents make appointment for dropoff of waste at permanent or mobile collection location. Franchised service providers provide for weekly or bi-weekly collection of used oil and used oil filters for residential customers; latex paint is collected at curbside/streetside in Lexington Hills residential service area.
Solid waste recycling program	On-going	Varies—most materials can be recycled at multiple locations Monday-Saturday. Ongoing waste reduction and recycling outreach through participation in countywide and regional outreach campaigns, outreach by franchise service providers, information provided on countywide recycling website ReduceWaste.org.
Curbside recycling program	On-going	Franchises provide for collection of a wide range of recyclable materials, green waste recycling, used oil and oil filters, and seasonal collection of holiday trees. Residential recycling collection is weekly or biweekly. Drop off of green waste is included in services for residential customers in the South County unincorporated area through a voucher program. All other areas have weekly or biweekly collection of residential yard waste. Weekly recycling and green waste collection services are provided at the option of the business customer.
Respond to trash complaints	As Required	Few complaints are received. County staff and franchised service providers respond to complaints. Action requirements vary, according to the nature of the complaint. Roads and Airports Department removes large items from unincorporated roadways.
Litter pick-up and control	On-going	County Roads Department has an ongoing program for litter collection on County maintained roads and highways. County franchise agreements require service providers to clean up any spills and to report observed illegal dump sites to County Environmental Health. The Graffiti and Litter Abatement Program partners with the Probation Department's Juvenile Court Work Program to provide litter collection on a weekly basis in unincorporated pocket areas of the County.
Trash removal from receptacles	On-going	Generally not applicable, because there are few unincorporated civic center areas. San Martin downtown area has litter and recycling receptacles; waste is collected by franchised service provider. Litter cleanup around collection containers is the responsibility of the adjacent businesses.
Street sweeping	Variable	County Roads Department sweeps expressways on a monthly basis; and does limited street sweeping of unincorporated residential streets in response to complaints.
Stormdrain operations and maintenance	Seasonal	Seasonal and as needed
Inspection and maintenance of stormdrain outfalls	Seasonal	Seasonal and as needed
Free trash pick-up and/or drop-off days	Variable	Note that cost of services is included in service rates -- no services are "free." Provisions vary by service area. Franchise agreements provide for drop off days, community cleanup events, and/or on-call disposal days.
Reduced trash fees for low-income residents	On-going	Low-income service rates are provided for in all service areas. Also on-premises collection services are available to customers with physical disabilities that make curbside setout difficult.
Removal of homeless encampments	As Required	Yes, as needed. (usually under expressways)
Anti-litter campaigns	On-going	The Graffiti and Litter Abatement Program, District Attorney's Office and Roads and Airports Department partner with the City of San Jose on the Pick Up San Jose Task Force, which will expand Countywide in 2003. The countywide task force will participate in The Great American Clean Up on May 10, 2003. The litter task force includes 3 subcommittees: eradication, education, and enforcement.
Volunteer creek clean-up programs	On-going	SCVWD is responsible for creek cleanup.

SCVWD

<u>Activity</u>	<u>Frequency</u>	<u>Notes</u>
Household hazardous waste collection	N/A	
Solid waste recycling program	Daily	District activities
Curb-side recycling program	N/A	
Respond to trash complaints	Daily	
Litter pick-up and control	Weekly	
Trash removal from receptacles	N/A	
Street sweeping	As Required	During district construction projects.
Stormdrain operations and maintenance	Annually	
Inspection and maintenance of stormdrain outfalls	As Required	Following complaints.
Free trash pick-up and/or drop-off days	N/A	
Reduced trash fees for low-income residents	N/A	
Removal of homeless encampments	Bimonthly	
Anti-litter campaigns	Occasionally	
Volunteer creek clean-up programs	Biannual	Each group must conduct two cleanups a year.

Co-Permittee Answer Comparison Existing Trash Management Practices Survey

2. Which departments of your municipality/agency are responsible for trash management activities/programs and/or the enforcement of litter laws?

3. Provide the role of each department in trash management and/or litter/solid waste enforcement (e.g., Grounds Dept-litter control in parks and medians).

Cupertino

2. -Trash management: Environmental Division (Public Works Department)
-Enforcement of litter laws: City Code Enforcement (but this is not a big problem in Cupertino—city staff routinely monitor and clean up the few areas known to have some littering)
-Large dumping incidents would involve the County Sheriff's Department
3. Parks trash: Public Works Dept. empties trash and recycling bins
Street trash:
Bus stop trash bins/litter: Public Works Dept. and the County Valley Transportation Agency share the responsibility of emptying trash containers and cleaning up any litter at bus stops.
Illegal dumping on streets: Public Works responds and cleans up dumping if violator can't be identified

Los Altos

2. Public Works and Police Departments
3. The Public Works Department conducts maintenance and cleanup. The Police Department conducts enforcement and reporting.

Los Altos Hills

2. Public Works
3. Public Works is responsible for trash management and/or litter/solid waste enforcement.

Milpitas

2. Utility Engineering and Planning, Recreation & Neighborhood Preservation Department
3. Management of Solid Waste, Recycling and Yard Waste Recycling Program by Utility Engineering including annual promotional campaigns and school projects. Litter control in parks, streets and right-of-way landscaped areas is handled by Public Works.

Mountain View

2. The City has many departments involved in the above activities depending on where the litter is found or responsibilities for maintenance: Police, Public Works, Community Services, Fire Department, and the City Attorney's Office (code enforcement). Most of the trash management is in the form of the City's franchised hauler collection of trash and recycling from all sectors overseen by the Solid Waste Section in Public Works. Litter collection is handled by Public Works (Streets), and volunteer activities (creek clean up) through the Fire Department; and Community Services (Parks & Roadways). Enforcement of litter problems on private non-apartment properties is handled by the City Attorney's office through Code Enforcement.
3. -The Community Services Department maintains City parks, roadway medians, and landscape outside City facilities, which includes litter removal. The Community Services Department also contracts Park Ranger services for patrolling and maintaining Shoreline Park and the Stevens Creek Trail. Rangers also conduct litter control activities.
-Police Department coordinates homeless camp removal along with Community Services Department.
-Public Works, Solid Waste and Recycling Section oversees garbage franchise with Foothill Disposal, including garbage and recycling collection programs. This Section also enforces the solid waste ordinance.
-City Attorney's Office, Code Enforcement Division, enforces nuisance (junk, etc.) violations found on private properties (not apartments) (including illegal dumping); and the Fire Department enforces nuisances and housing codes on apartment properties.
-Public Services Dept, Streets Section, responds to illegal dumping on public properties for clean-up.
-Fire Department, Fire and Environmental Compliance Section coordinate 2-3 creek clean-up events per year with a local volunteer organization, Friends of Stevens Creek Trail.

Palo Alto

2. Police, Public Works, Community Services and the Planning and Community Environmental Departments.
3. 1. Street Sweeping Program (Public Works Department)
 - A. Three times per week in Major Commercial Areas (University and California Avenues)
 - B. Weekly in other areas.
 - C. Highway 101 - State responsibility.
 - D. Oregon & Foothill Expressways – County responsibility.
2. Sidewalk and Roadside Litter Patrol (Public Works Dept)
 - A. University Avenue Patrol (Green Machine)
Daily from July 1 through December 31
Five days/week January 1 through June 30
 - B. Hot spots program
Patrol of identified roadside areas known to accumulate trash.
3. Collection Program (Public Works Department)
 - A. Weekly, backyard pick-up.
 - B. Weekly curbside recycling (bottle, cans, paper, dry-cell batteries, certain plastics, cardboard).
 - C. Weekly curbside green waste pick-up.
 - D. Backyard pick-up of recyclables and green waste available for the handicapped.
 - E. Sanitation Company (contractor) removes spilled or overflowing containers as well as trash in the containers.
 - F. Sanitation Company is required to clean up trash it spills. Fines are possible.
4. Annual "Clean-up Day" (Public Works Department)
 - A. Residential (less than 5 units)
 - B. By appointment (by phone)
 - C. Four Bulky (furniture) items
 - D. Other items unlimited
 - E. Free
 - F. One visit allowed per year.
5. Storm Drain System Cleaning (Public Works Department)
 - A. Each catch basin cleaned each fall (annually)
 - B. If debris is observed in a line next to a catch basin, the line is flushed.
 - C. Special areas are addressed as needed (e.g. construction site areas after the project is over.)
 - D. Enforcement actions for discharges to the storm drain are taken when intentional discharges are observed.
 - E. Residents and Businesses who sweep excess leaves or debris into the street are notified (via door hanger) of the code violation. If the practice continues, it is referred to Code Enforcement (Planning and Community Environment Department).
6. Creek Cleaning by Staff (Public Works Department)

Note: The cleaning of most creek reaches within Palo Alto are the responsibility of the Santa Clara Valley Water District (SCVWD). Certain reaches of San Francisquito Creek are the responsibility of Palo Alto, and those reaches are addressed below:

 - A. Each Fall (annually) a San Francisquito Creek walk is conducted with other agencies to identify clean-up of debris which is needed. Debris and trash is then removed.
7. Creek Cleaning by Citizen Groups (Community Services and Public Works)
 - A. The City helps with Coastal Clean-up Day and other organized citizen affords to clean creeks and the Baylands. Citizen groups bag trash and City crews pick it up.
8. Dumpster Area Clean-up (Public Works Department)

Messy dumpster areas are brought to the attention of the property owner, verbally first, then via letter. If compliance does not result, the sanitation company (City contractor) can clean the area and bill the property owner.
9. Trash on Private Property Enforcement Program (Planning and Community Environmental Department)

Trash on private property is a P.A.M.C. violation (esp. visible trash – front yard).
Incoming complaints result in:

 - A. Logging and tracking.
 - B. Inspection within 5 days.

C. Notice of Violation (NCR form delivered or posted.)

D. Can be followed by letter.

E. Can be followed by:

-Administrative Penalty

-Criminal Action.

10. Litter Enforcement (Police Department)

-Persons who litter are subject to action by the Police Department.

-The California Vehicle Code is used to prosecute cases of littering from a moving vehicle. Cases are investigated and appropriate ones are referred to the District Attorney.

-The California Penal Code or the Palo Alto Municipal Code (PAMC) is used to prosecute other cases of littering. Penal Code cases are referred to the District Attorney and PAMC cases are referred to the City Attorney.

11. Trash on Public Right-of-Way/Lands (Public Works Department)

A. Complaints and observations of trash result in clean-up by City Staff (or SCVWD staff for most creek-bed areas as noted in #6 above).

B. If the responsible party is known, the facts are referred to Code Enforcement (Planning and Community Environment Department) for the enforcement actions in #9 above.)

12. Palo Alto Parks Litter Patrol (Community Services Department)

A. Trash receptacles are emptied by sanitation company (City contractor) at various frequencies depending on location.

B. Trash pick-up of grounds is performed at various frequencies by either City staff or maintenance contractor depending on location.

13. Landfill Services (Public Works Department)

A. The Palo Alto Landfill, Recycling Center, and green waste composting area are open to residents 7 days/week at extremely reasonable rates. Recycling and green waste areas are free.

14. Palo Alto Landfill Litter Control (Public Works Department)

A. Litter migration from the working face of the Landfill is controlled primarily through the use of the alternate daily cover tarps, weekly cover and the use of permanent and portable fencing.

B. Litter is routinely picked up by landfill personnel on an as-needed basis. Materials dropped off vehicles that may pose a hazard are picked up immediately.

C. In the event of high winds, temporary staff is brought on to augment permanent staff, if needed, to pick up windblown litter.

San Jose

2. -Environmental Services Department/Integrated Waste Management (ESD/IWM)

- Code Enforcement
- Department of Transportation
- General Services/Parks
- Parks, Recreation and Neighborhood Services/Anti-Graffiti Program
- Parks Maintenance
- San Jose Police Department Metro Unit
- Creek Connection Action Group
- Enforcement is conducted by various departments.

3. Household Hazardous Waste Collection:

- Drop-off- ESD/IWM contracts w/ SCCHWP
- Curbside- ESD/IWM contracts with Norcal & GreenTeam for single-family and with GreenTeam for multi-family.

Solid Waste Recycling Program:

-ESD/IWM administers 20+ Commercial Solid Waste and Recycling Franchises; more drop-off and buyback sites are operated by private recyclers.

Curbside recycling program:

ESD/IWM contracts for collection of garbage and recyclables in carts and dumpsters with Norcal & GreenTeam for single-family and with GreenTeam for multi-family; garbage is metered, recycling is unlimited. ESD/IWM contracts with GreenWaste Recovery and Norcal for unlimited collection of residential yard trimmings, either loose in the street or in carts.

Respond to trash complaints:

Code Enforcement: accumulations of waste; front yard blight; shopping carts (through Call Center); early yard trimmings setouts, etc.;

Dept of Transportation: illegal dumping;

Police: pedestrian and vehicular littering; untarped loads

Litter pick-up and control:

DOT contracts with Universal Maintenance for litter pick-up in the Transit Mall and coordinates the Alternate Work Program, Adopt-A-Park, etc.;

General Services/Parks Maintenance, PRNS/Regional Parks, and other staff pick up litter on City property; PRNS/Anti-Graffiti Program is coordinating the new Pick-Up San Jose program with additional volunteer participation.

Trash removal from receptacles:

ESD/IWM contracts with Stevens Creek Disposal & Recycling for 2000 weekly collections from more than 700 sidewalk litter containers and with the SJ Conservation Corps for weekly collection from several hundred recycling receptacles in parks;

General Services/Parks Maintenance and PRNS/Regional Parks staff collect from additional litter containers at parks and other outdoor City facilities;

DOT contracts with Universal Maintenance for collection from litter modules in the Transit Mall.

Street Sweeping:

ESD/IWM contracts with Norcal and GreenWaste Recovery for residential street sweeping; DOT inspects; DOT provides more frequent sweeping of arterials and business districts directly.

Storm drain operations and maintenance:

Department of Transportation- 27,000 + storm drain inlets serviced annually (after leaf drop).

Inspection and maintenance of storm drain outfalls in creeks:

Department of Transportation- 700+ outfalls inspected annually and maintained as needed and as budget allows.

Free trash pick-up days:

ESD/IWM contracts with Norcal and GreenTeam to provide neighborhood cleanups and Code Enforcement oversees.

Reduced trash collection fees for low-income residents:

ESD/IWM administers Low-Income Rate Assistance for single-family service provided by Norcal, GreenTeam, and GreenWaste.

Removal of homeless encampments along waterways:
San José Police Department Metro Unit, with SCVWD staff.

Anti-litter campaigns:
Parks, Recreation and Neighborhood Services Anti-Graffiti Program and others.

Volunteer creek clean-up programs:
Coordinated through Creek Connection Action Group

Enforcement:
PRNS/Anti-Graffiti Program is coordinating the new Pick-Up San Jose enforcement program with the participation of the SJPD, Santa Clara County District Attorney, County Sheriff, City Attorney, Code Enforcement, and PRNS rangers; the Local Enforcement Agency in Code Enforcement enforces litter regulations at the solid waste facilities in the City.

- Santa Clara**
2. Trash Management Programs: Street, Parks Department
Enforcement of Litter Laws: Police, Planning and Street Departments.
 3. Street Department manages residential ground garbage and recycling programs and litter collection in public right-of-ways and the storm drain system. Parks Department collects litter in city parks. Streets, Planning and Police Departments may issue administrative citations for littering or accumulation of refuse.
- Sunnyvale**
2. Public Works -Solid Waste Division
Public Works - Trees and Landscape Division
Public Works - Field Services Division
Parks and Recreation - Parks Division
Parks and Recreation - Baylands Park
Community Development - Neighborhood Preservation
Public Safety - Patrol Services, Bureau of Field Operations
 3. Public Works Solid Waste Division: Collection of household and commercial solid waste and operation of the SMaRT Station (via contractors), promotion of local recycling programs and waste diversion programs, litter clean up on major access roads leading to the SMaRT station, ensure that solid waste collection contractor responds to litter complaints resulting from waste pick up activities. Responsible for public education on waste reduction, recycling, and disposal options.
Public Works - Environmental Division: Public education and outreach - anti-litter messages and stormwater pollution prevention messages.
Public Works - Trees and Landscape Division: Boulevard medians, City parking lots, Murphy Avenue business district, landscape maintenance,
Public Works - Field Services Division: Clean and maintain storm sewers, outfalls, pump stations, street maintenance and cleaning, trash/litter pick up on City easements, public right-of-way, pedestrian walkways and City streets.
Parks and Recreation - Parks Division and Baylands Park: Park maintenance, litter pick up and trash collection in city parks and picnic areas.
Community Development - Neighborhood Preservation: Respond to Municipal code violations, illegal dumping, and homeless encampment trespass using municipal code enforcement through administrative citations, notices to abate, and compliance orders.
Public Safety - Bureau of Field Operations: Homeless encampment removal, criminal citations for littering on public or private property.
- Los Gatos**
2. Community Services Department, Parks and Public Works.
 3. Community Services Department oversees hauler's trash and recycling contract, works with County on SWM activity and administers AB939 Projects and Programs.
Parks and Public Works administers park, trail and creek cleanups, storm drain activities and street sweeping.
- Monte Sereno**
2. Public Works Department
 3. The Public Works Department oversees storm drain activities, erosion control enforcement, street sweeping and the trash/recycling contract.
- Saratoga**
2. Public Works and Community Development
 3. Public Works- All efforts; Community Development- Code Enforcement

- Santa Clara County**
2. The Santa Clara County District Attorney's Office is responsible for prosecuting litter citations issued pursuant to the California Penal Code and the California Vehicle Code. Illegal dumping, toxic waste and other environmental crimes are reviewed for prosecution by the DA's Environmental Crimes Unit.
 3. The District Attorney's Office coordinates with the primary law enforcement agencies in the county (CHP, San Jose PD, Sheriff's Office) and the courts in which litter matters are heard to oversee that litter citations are appropriately prosecuted.
- SCVWD**
2. Trash Management-Purchasing Department, Enforcement- Countywide Watershed Programs Unit, Clean up activities-Maintenance Department, Adopt A Creek- public Information.
 3. The Field Maintenance Units collect trash along creek right of ways. If illegal dumping takes place it is reported to Countywide Watershed Programs Unit, if the material is hazardous waste the Countywide Watershed Programs Unit disposes of it via a contractor. If it is trash and debris, Maintenance will dispose of it and then Community Projects Review Unit will file an 83-2 violation with the owner of the trash or Responsible Party.

4. How does your agency determine the effectiveness of existing trash management activities or programs? How do you document effective trash management practices? What, if any, future plans do you have to improve

- Cupertino** Parks and streets are routinely monitored by Public Works Dept. supervisors on their normal rounds. Monitoring is not documented. No chronic problems have been discovered. There are no plans to document such a routine supervisory activity.
- Los Altos** Los Altos conducts inspections of facilities, streets and other city properties to determine if trash is being picked up on a regular basis. Public Works Maintenance document their efforts on work requests. The Police Department documents their responses on incident reports.
- Los Altos Hills** Due to Town of Los Altos Hills' zoning, the Town only has residential area for the trash management activities which are under control.
- Milpitas** Monthly review and coordination meetings with contractor. Periodic awareness surveys. "Pre and Post" surveys for classroom projects/lesson plans. Public Works - Monthly scheduling and tracking of litter activities.
- Mountain View** The Solid Waste and Recycling section tracks customer complaints about garbage subscription problems (i.e. not enough service causing other problems of odor or litter) or hauler performance. Performance measures are based on tons recycled, number of complaints, and diversion rate. No plans to revise current documentation and tracking. Other departments also track data. The creek clean ups are coordinated by the Fire Department with other agencies using volunteers. The volunteers track how much of which materials they find in the creeks. The majority of litter found in creek clean ups (non-bulky items) are polystyrene foam "peanuts" from nearby businesses or residents. As a result, we are concentrating on more articles about properly bagging polystyrene.
- Palo Alto** Effectiveness: By observation
Documentation: No separate trash documentation program.
Future Plans: No plans for a separate documentation program.
- San Jose** Effectiveness has traditionally been measured on a complaint basis for general littering and dumping and on an inspection basis for some specific programs such as Residential Street Sweeping. The Mayor's anti-litter initiative included the establishment of a list of 100 litter hot spots (ten for each of the ten Council Districts) and initiation of a documentation system using Keep America Beautiful's litter index, which has already been used on the 100 hot spots.
- Santa Clara** The City of Santa Clara has not performed a study to determine the effectiveness of existing trash management practices. The City maintains regular clean-up schedules for medians, streets and catch basins. The City performs additional work as needed. No plans are in place to improve documentation.

Sunnyvale	<p>Public Works - Solid Waste Division has established program outcomes that are measured annually. These include meeting solid waste diversion requirements, cost effectiveness of service to residents, and number of complaints. Records are kept on waste diversion and cost of service issues and reported annually. Records are kept on number of complaints and responses/resolutions to them. Liquidated damages can be assessed on the waste-hauling contractor for service failures. Complaints are logged in a complaint database by Solid Waste Division staff. An index of the number of solid waste complaints per 10,000 collections is determined. This index is not to exceed an average of the three previous years' complaints. This documents the customer satisfaction with the Solid Waste Program. A Citywide customer service survey also measures resident satisfaction.</p> <p>Public Works - Field Services Division also has established outcomes for their goals of responding to and resolving complaints received. For example for hazardous debris in roadway complaints, they must respond within 3 hours, 95% of the time and for non-hazardous complaints, they must respond within two workdays, 95% of the time.</p> <p>Parks and Recreation, Neighborhood Preservation, and Public Safety - All have measurable outcomes established for their responses to complaints and their resolution. This is tracked and reported on annually.</p> <p>Each Division has its own specific, measurable outcomes to demonstrate effectiveness of programs/activities. Each division in the City tracks its complaints and their resolution in their own database. There are no future plans to change the current documentation program, as it seems to work reasonably well.</p>
Los Gatos	<p>The Town meets all jurisdictional federal and state requirements. The Town submits reports on activities and has been informed that it is meeting and exceeding trash activities. The Town also has a close relationship with the community and documents all complaints relating to this field. Complaints and/or suggestions to improve the service are taken into consideration.</p>
Monte Sereno	<p>The City meets all jurisdictional federal and state requirements and reports on activities which meet or exceed existing trash management requirements. The City also has a close relationship with the community and documents any trash complaints. Complaints and/or suggestions are taken into consideration. Public health and safety is a priority.</p>
Saratoga	<p>Belong to a JPA. The JPA Executive and Board Monitoring Activities.</p>
Santa Clara County	<p>N/A</p>
SCVWD	<p>Recycling and District Solid Waste Practices as well as disposal options have been evaluated. Effectiveness Evaluations for trash and clean-up related to creeks have not been developed. The Emergency Response Program and violation of 83-2 program has had effectiveness evaluations of the overall programs but these evaluations were not specifically broken down to the trash level. The extent of evaluations is to have a approximately 60 creek clean events per year and a measurement of the trash removed.</p>

5. What incentive programs are in place to reduce litter and illegal dumping? Do disincentives (e.g., expensive landfill tipping fees, few trash receptacles, etc.) exist which prevent proper trash management?

Cupertino	<p>The City's waste hauler provides two, no cost trash pickups per household, annually. The City provides trash and recycling receptacles at City parks, as well as bus stops. Both types of locations are maintained regularly. City staff distributes many public information pieces targeting how to dispose of electronics, construction materials, etc. City staff is unaware of any chronic trash problems in the city.</p>
Los Altos	<p>Los Altos has no incentive programs at this time.</p>
Los Altos Hills	<p>No disincentives (e.g., expensive landfill tipping fees, few trash receptacles, etc.) exist which prevent proper trash management in the Town.</p>

Milpitas

Household disposal at landfill six times a year for residential customers. Free recycling services for commercial customers. Annual Neighborhood Beautification Awards Program, a Lend-A-Tool Program and Volunteer Program (MVP).

Mountain View

-City has a free on-call clean-up program 3x/yr. allowing residents to dispose of unwanted materials, which could end up being dumped. City also offers bulky goods collection for a fee, but in 2003 non-hazardous bulky goods are being collected at no charge. City participates in County HHW program and has a curbside recycling program.

-The City does not have public cans except in the downtown area. Some bus cans provided by the VTA were pulled because residents would illegally dump trash despite the fact that the rates are among the lowest in the County and there has been no rate increase for more than two years. Community Services Department and the Solid Waste Section of the Public Works Department work together to identify illegal dumping and have the Finance Department charge customers for illegal dumping if enough evidence exists and a current billing account exists.

-The City also has free drop-off centers for recycled materials in the downtown and at local recycling centers (Foothill @ Terra Bella, downtown district, and 20-20 centers, thrift stores). The City provides a variety of free programs, has very low rates, and has a variety of curbside and drop-off services so that littering and illegal dumping are discouraged.

-The City has a good code enforcement program enforcing codes proactively and through complaints. The Solid Waste section requires Foothill Disposal to conduct subscription audits annually and Solid Waste regularly increases services to businesses and residents found insufficiently served. The City has an ordinance requiring trash lids be closed at all times, and the Solid Waste Section has fined businesses in the downtown for every day that a lid is found open. In some cases, Solid Waste required Foothill to weld steel bars at the back of dumpsters to prevent apartments or businesses from keeping the lids open. All recycling dumpsters have locks to prevent scavenging, and scavengers of garbage are actually pretty neat using grocery carts and poles to go through trash and picking up spilled items. Police have talked to scavengers to discourage scavenging, so scavengers tend to be neater to avoid complaints.

-Solid Waste staff regularly follows Foothill Disposal collection vehicles and debris boxes en route for litter and leaks, and has only reported two trucks since 1999 that littered or leaked. Debris boxes are covered loads. Foothill is required to pick up any spilled garbage and does so (observed). Solid waste considered a requirement for Foothill to cover collection vehicle hoppers on routes but found it really unnecessary, and found it would be very costly because it would slow down the route collection.

-Most of the litter on streets is from private vehicles. Solid Waste reports to Police any passenger and commercial vehicles observed littering, some of it deliberate (a driver threw 3 bags of fast-food garbage onto the street). Finally, Solid Waste runs articles about proper trash management for residents, businesses and the downtown, and regularly refers local schools to the CIWMB website on litter curriculum for students.

-The City has many incentive programs to reduce litter and dumping and there really is no reason for litter and illegal dumping except for people who don't read the articles or are deliberate in their actions despite low rates and ample opportunities for trash management. We believe the state should resurrect it's anti-litter radio and television campaign in all languages targeted to adult and child pedestrians, and drivers of passenger vehicles, pick up trucks, and small commercial contractor trucks. Additional ordinances are really unnecessary because these laws are already on the books at city, county and state levels, and it would be more helpful to have a statewide litter campaign and maybe some warnings from the CHP/Police for observed roadway litterbugs.

Palo Alto

Collection Program (Public Works Department)

- A. Weekly, backyard pick-up.
- B. Weekly curbside recycling (bottle, cans, paper, dry-cell batteries, certain plastics, cardboard). Weekly curbside green waste pick-up.
- C. Backyard pick-up of recyclables and green waste available for the handicapped.
- D. Sanitation Company (contractor) removes spilled or overflowing containers as well as trash in the containers.
- E. Sanitation Company is required to clean up trash it spills. Fines are possible.

Annual "Clean-up Day" (Public Works Department)

- A. Residential (less than 5 units)
- B. By appointment (by phone)
- C. Four Bulky (furniture) items
- D. Other items unlimited
- E. Free
- F. One visit allowed per year.

Landfill Services (Public Works Department)

- A. The Palo Alto Landfill, Recycling Center, and green waste composting area are open to residents 7 days/week at extremely reasonable rates. Recycling and green waste areas are free.

San Jose

For the price of basic garbage service, residents are provided with unlimited weekly curbside collection of a wide range of recyclable or compostable materials, including all beverage containers, all paper, many plastic and metal products, used motor oil and filters, and yard trimmings. Storage and collection of recyclables at single-family homes was changed from open tubs to fully-enclosed carts in July 2002. The City participates in the Countywide Household Hazardous Waste Program, providing appointments for three per cent of all household annually to discard any toxic household materials at no charge. Free cleanup events are provided to City neighborhoods, especially blighted or low-income neighborhoods and areas with greater accumulations of rubbish. Since 1985, the number of Civic Litter Modules on or near public sidewalks has been increased from less than 100 to over 800. The City of San José does not believe that local tipping fees affect littering generally or that they are so high that illegal dumping is significantly increased beyond the level that would be expected when there is any fee at all.

Santa Clara

Punitive violators will be issued citations. Departments have citation authority.

Sunnyvale

Incentive programs include all of the free "Extra Dump" days and spring and fall clean ups. The Solid Waste Program also provides an answer point phone number so people can call to find out about disposal options and activity dates. This information is also kept on the City's Solid Waste website:
<http://www.ci.sunnyvale.ca.us/recycle/index.htm>.

The Solid Waste Division strives to keep its rates as low as possible and still meet the charges for cost of service. Currently, Sunnyvale's rates are 98% of what charges are for similar cities in the South Bay area.

Disincentives: High landfill disposal fees in the County tend to promote illegal dumping, especially by small businesses. The high fees are caused primarily by the \$13 per ton City of San Jose Landfill Excise Tax. This accounts for over 25% of typical charges at the four landfills in San Jose, which are the only North County sites available to the general public.

Los Gatos

There does not appear to be much happening in the Town of Los Gatos. Overall, there are enough trash receptacles in the parks, trails and throughout the Town. Expensive landfill tipping fees do not deter the Town from providing quality trash management.

Monte Sereno

Dumping within the City does not appear to be a problem.

Saratoga

Curbside Recycling and HHW Pickups.

**Santa Clara
County**

N/A

SCVWD

The effect of the City of San Jose's increase in land fill tax has not been quantified in the illegal dumping program to date.

6. What mechanisms does your municipality/agency use to document trash complaints and/or incidents? (e.g., report forms; database)

Cupertino	The City's Code Enforcement Department maintains a database of all complaints received. The database can be sorted by category for trash related complaints.
Los Altos	Public Works Maintenance Division has a service request system that can provide reports on litter/trash complaints. Police Department code enforcement keeps reports of each incident they respond to.
Los Altos Hills	We use both report forms and database.
Milpitas	Complaints are documented on in-take inquiry forms by staff and follow up for resolution with contractor, resident or property owner. Service requests are generated and response tracked.
Mountain View	Complaint forms. Work orders are used if called to clean up a dumping incident. Inspection notices for downtown restaurant dumpsters. Complaints and inspections are tracked on database.
Palo Alto	No separate forms or data base. Complaints are logged in by each Department – not specific to trash.
San Jose	Log of complaints only.
Santa Clara	Service requests to document complaints. Notice of violations, pre citation notices and citations to document incidents to violators.
Sunnyvale	<p>Several different databases are kept for dealing with trash/litter complaints or incidents, depending on the type of incident and where it comes from.</p> <p>Public Works Answer Point staff take in complaints for litter/trash related to collection of wastes or on public property and log them in a database. These may be referred to different Public Works divisions, Parks and Recreation, Neighborhood Preservation, or Public Safety to follow up on and resolve. If it is related to trash transport activities, the trash-hauling contractor is called and they respond to any complaints on the same day (within 8 hours) of receipt of the complaint. They also respond to overflowing or uncovered waste receptacle calls. Solid Waste Division Staff work with Neighborhood preservation to issue citations, if needed.</p> <p>Neighborhood Preservation receives complaints at their Answer Point related to litter, trash, other problems both in public right of ways and on private property, and logs them into a database. They respond immediately (along with Public Safety Haz-mat staff) to any immediate threats to public health or safety. They have up to three days to respond to other complaints and their goal is to resolve the complaint within 30 days. Usually they are resolved within 19-20 days. However, if legal procedures are needed to resolve the complaint, then the time required to resolve the problem may be significantly longer. Mechanisms for resolution of complaints can include a Courtesy Notice, Administrative Citation, or other administrative actions such as Abatement Hearings. The City Finance Department collects administrative penalties, which are deposited in the City's General Fund.</p> <p>Public Safety - Receives complaints from the public or requests for assistance from other City departments to assist with enforcement of penal codes and municipal codes for certain incidents. These are logged into their Record Management System (RMS) database. They respond to complaints received from City dispatch immediately. If they observe someone in the act of littering, they can write a criminal citation. They also respond to illegal dumping complaints and try to determine the responsible party for enforcement actions. They also deal with homeless encampment removal by citing participants with trespass and violations of the penal code. They work with Public Works staff to remove debris left behind from the encampments and make the place less desirable as a continued encampment.</p>
Los Gatos	Trash complaints are documented in the Town's database and in Green Valley Disposal's data base. The Town of Los Gatos has the right to review it's haulers database complaint records at any time. Trash complaints are recorded and reviewed on an annual basis. The Town has a good and open relationship with it's trash and recycling hauler.

Monte Sereno	Complaints are taken down on our "Complaint Tracking Form". Working closely with Green Valley Disposal has proven to be efficient.
Saratoga	E-mail and hard copy files.
Santa Clara County	Referrals from partnering law enforcement agencies by way of infraction citation process or criminal complaint.
SCVWD	A database of 83-2 violations is maintained as well as a spreadsheet of ICID incident responses

7. What, if any, ordinances are in place to enforce litter or illegal solid waste dumping laws? What, if any, enforcement actions are available to remedy illegal dumping or trash-related violations? Do you have mechanisms to collect penalties? If so, what are they?

Cupertino	According to the City's Code Enforcement Department, the California State Penal Code Section 374.3A regarding litter, is used to enforce litter violations. Violations can be a misdemeanor, which carries a fine and/or imprisonment. If a case is determined to be a nuisance, the nuisance abatement ordinance is followed, which is approved by City Council and then a fee is collected from the violator to pay for the cleanup.
Los Altos	Title 6- Health and Safety of the City's Municipal Code regulates littering, nuisance abatement and garbage collection. Title 11 regulates blight conditions. Police Department code enforcement can cite these regulations.
Los Altos Hills	There are no specific ordinances to enforce litter or illegal solid waste dumping laws.
Milpitas	Neighborhood Preservation Ordinance was enacted in February 2000 and the Solid Waste Management Ordinance. Penalties include administrative citations.
Mountain View	Chapter 16, Mountain View City Code includes litter and illegal solid waste dumping laws. Typical enforcement actions are corrective actions. The City Attorney's Office, Code Enforcement Division may seek penalties to illegal dumping incidents but the problem is identifying who dumped it and finding out where they are now. Ordinance is being revised to include \$250 penalty for dumping citation. See answer to question #5 for more details about enforcement.
Palo Alto	Discarding trash on public or private property is illegal (P.A. Municipal Code) Administrative penalties are specified in the Code and utilized. Trash on Private Property Enforcement Program (Planning and Community Environmental Department) Trash on private property is a P.A.M.C. violation (esp. visible trash – front yard). Incoming complaints result in: A. Logging and tracking. B. Inspection within 5 days. C. Notice of Violation (NCR form delivered or posted.) D. Can be followed by letter. E. Can be followed by: - Administrative Penalty - Criminal Action. Litter Enforcement (Police Department) - Persons who litter are subject to action by the Police Department. - The California Vehicle Code is used to prosecute cases of littering from a moving vehicle. Cases are investigated and appropriate ones are referred to the District Attorney. - The California Penal Code or the Palo Alto Municipal Code (PAMC) is used to prosecute other cases of littering. Penal Code cases are referred to the District Attorney and PAMC cases are referred to the City Attorney.

San Jose The City has dozens of provisions in the Municipal Code relating to litter, however, as part of the Pick Up San José initiative, it has been determined that the Penal Code and Vehicle Code provisions regarding littering and illegal dumping are the best tools for enforcement. The one general exception relates to property-related public nuisance code language related to litter and accumulation of waste, which are enforced by Code Enforcement. A specific exception will be use of the vehicle code provision requiring that truck loads of waste be covered, which will be enforced by both the Police Department and the Highway Patrol.

Santa Clara Yes, the City of Santa Clara does have Municipal Code Sections making it illegal to litter, accumualte refuse and illegally dump. Citations are the primary enforcement action to remedy these problems. Liens can be placed on properties if citations are not paid.

Sunnyvale Sunnyvale Administrative Codes:

Title 8.16.030 (a) © Solid waste container requirements
Title 8.16.060 Solid Waste Management and Recycling - Solid Waste Deposit -where prohibited
Title 9.26.030 Abatement of nuisances
Title 9.52.010 Prohibition of unauthorized presence in posted parking lots of a closed commercial business
Title 9.62.020 Injury or misuse of park property prohibited
Title 9.62.030 Polluting waters and dumping of refuse prohibited
Title 9.62.060 Picnic areas use
Title 13.08.380 Sidewalk maintenance
Title 19.54.050 Wireless telecommunications - operation and maintenance standards
Title 19.78.020 Mobile vendor permits - standard requirements
Title 19.82.020 Miscellaneous plan permit - when required

Criminal Code:
373.a Public Nuisance
374.4 Littering Prohibited
5410 Illegal Dumping

Administrative Citations, Notices to Abate, and Compliance Orders can be issued by Neighborhood Preservation. Criminal Citations (misdemeanors) can be issued by the Public Safety Department. Public Safety will work with the City Attorney's office to prosecute criminal citations, as needed. Administrative penalties can be collected and can vary from \$50 per incident to \$500. These penalties are turned over by Neighborhood Preservation to the Finance Department to collect and place in the City's General Fund. Criminal fines can be assessed, and may be up to \$1000 per incident.

Los Gatos Sec. 11.10.055. Dumping of garbage and rubbish restricted to authorized disposal site. No person shall dump any trash or garbage upon any lot, piece or parcel of land not owned by such person or upon any public street, way, alley or place within the Town.

Sec. 11.10.025. Disposal by Town, compliance with solid waste management plan required.
(a) Except as otherwise expressly provided in this chapter, it shall be unlawful for any person to dispose of garbage and rubbish, except through the service provided by the Town, its agents, servants, or employees, or by persons who shall contract with the Town to gather and collect and to dispose of such garbage and rubbish.
(b) Any person who collects and disposes of garbage and rubbish in the Town shall do so in compliance with the solid waste management plan approved by resolution of the Town Council.

Monte Sereno 6.09.040-It shall be unlawful for any person in the City of Monte Sereno to throw or deposit garbage, rubbish or waste matter, or to cause same to throw or deposit the same upon any vacant lot, or back yard, or to store or keep the same otherwise than in cans or receptacles, as required by Sections 6.09.020 or 6.09.050; and it shall be unlawful to have, store, deposit or keep garbage where rats can have access thereto, or feed thereon. Each day in violation of this Section shall be treated and considered, and the same shall be separate and distinct offense. Criminal prosecution and/or public nuisance abatement procedures are used at the discretion of the City.

Saratoga Ordinances are in place. Information may be found on City of Saratoga website.

Santa Clara County San Jose Municipal Code section 9.10.550
 California Vehicle Code section 23113
 California Penal Code section 374(a)
 Santa Clara County Ordinance B14-22.1(a)
 Above violations are subject to fine and are collected through the court system.

SCVWD 83-2 soon to be the Water Resources Protection Ordinance, Enforcement Actions include utilization of Fish and Game codes and Clean Water Act laws via the local District Attorneys Office and the RWQCB. We have never used our mechanism to collect penalties.

8. What additional activities and/or programs do you feel would improve your agency's ability to manage litter and illegal dumping?

Cupertino Cupertino doesn't have much of a problem with illegal dumping. On occasion, an apartment manager reports that a tenant has left furniture or a mattress adjacent to the apartment dumpster, after moving out. The city offers to post "No dumping" signs. The owner still has the responsibility to dispose of waste and pay for the costs. Fortunately, we don't often find this material in the creeks.

Los Altos None. Trash seems to be a manageable problem in Los Altos.

Los Altos Hills By public participation and public out-reach.

Milpitas Grant funding to promote messages at the grass root level locally and in the schools (\$5K + needed).

Mountain View -Littering is a regional problem and needs to be addressed through anti-litter messages. See answer at the bottom of question #5 regarding our experience observing passenger and commercial pick up trucks.
 -The City has many incentive programs to reduce litter and dumping and there really is no reason for litter and illegal dumping except for people who don't read the articles or are deliberate in their actions despite low rates and ample opportunities for trash management. We believe the state should resurrect its anti-litter radio and television campaign to reach them in all languages. Additional ordinances or laws are already on the books and further laws are unnecessary and probably unenforceable due to available resources and other priorities.

Palo Alto N/A

San Jose A law prohibiting trash in any open vehicle on public streets, whether moving or not, so parked pickup trucks could be ticketed without having to see the fast food garbage blow out of the bed an hour later on the freeway.
 Expansion of the State's Beverage Container Redemption Act (AB 2020) to include all single-serve and take-out food and beverage packaging, such as drink cups and burger clamshells (or local fees instead).
 Advance disposal fees on littered items such as disposable diapers that have durable alternatives.

Santa Clara Additional neighborhood clean-ups encourage the community to keep their neighborhoods clean and litter free.

Sunnyvale Parks and Recreation - Would like to see more education on social responsibility for use of public spaces- including litter prevention along with other potentially destructive behaviors that have to be dealt with on public property.

Los Gatos N/A

Monte Sereno N/A

Saratoga Public Outreach and Education and enhanced HHW pick-ups.

Santa Clara County Education program – DA has begun education program at elementary and middle schools.

SCVWD

Source control of both manufactures and retailers, public outreach and education. Strict enforcement of existing Anti litter laws.

9. Provide interesting anecdotes relating to trash management and/or litter/solid waste enforcement. Provide any additional information you wish to share.

Saratoga

E-waste is a concern to our city council. Legislation needs to be passed to address this growing waste stream.

Los Altos

None.

Milpitas

Ask a classroom, "Where does your garbage go?" and you get these answers: "Into the garbage truck", "down the street", and "Around the corner." Same with, "What happens to litter?" "It disappears", "It goes to litter heaven". This is why we need environmental lessons, and projects that fit the State of California Education Department's curriculum for ALL grades and as many subject areas as possible (Art, Social Studies, Mathematics as well as Sciences).

**Santa Clara
County**

San Jose

None to report.

Palo Alto

1. Street Sweeping Program (Public Works Department)
 - A. Three times per week in Major Commercial Areas (University and California Avenues)
 - B. Weekly in other areas.
 - C. Highway 101 - State responsibility.
 - D. Oregon & Foothill Expressways – County responsibility.

2. Sidewalk and Roadside Litter Patrol (Public Works Dept)
 - A. University Avenue Patrol (Green Machine)
Daily from July 1 through December 31
Five days/week January 1 through June 30
 - B. Hot spots program
Patrol of identified roadside areas known to accumulate trash.

3. Collection Program (Public Works Department)
 - A. Weekly, backyard pick-up.
 - B. Weekly curbside recycling (bottle, cans, paper, dry-cell batteries, certain plastics, cardboard).
 - C. Weekly curbside green waste pick-up.
 - D. Backyard pick-up of recyclables and green waste available for the handicapped.
 - E. Sanitation Company (contractor) removes spilled or overflowing containers as well as trash in the containers.
 - F. Sanitation Company is required to clean up trash it spills. Fines are possible.

4. Annual "Clean-up Day" (Public Works Department)
 - A. Residential (less than 5 units)
 - B. By appointment (by phone)
 - C. Four Bulky (furniture) items
 - D. Other items unlimited
 - E. Free
 - F. One visit allowed per year.

5. Storm Drain System Cleaning (Public Works Department)
 - A. Each catch basin cleaned each fall (annually)
 - B. If debris is observed in a line next to a catch basin, the line is flushed.
 - C. Special areas are addressed as needed (e.g. construction site areas after the project is over.)
 - D. Enforcement actions for discharges to the storm drain are taken when intentional discharges are observed.
 - E. Residents and Businesses who sweep excess leaves or debris into the street are notified (via door hanger) of the code violation. If the practice continues, it is referred to Code Enforcement (Planning and Community Environment Department).

6. Creek Cleaning by Staff (Public Works Department)

Note: The cleaning of most creek reaches within Palo Alto are the responsibility of the Santa Clara Valley Water District (SCVWD). Certain reaches of San Francisquito Creek are the responsibility of Palo Alto, and those reaches are addressed below:

 - A. Each Fall (annually) a San Francisquito Creek walk is conducted with other agencies to identify clean-up of debris which is needed. Debris and trash is then removed.

7. Creek Cleaning by Citizen Groups (Community Services and Public Works)
 - A. The City and citizen groups help out on Coastal Clean-Up Day to clean creeks and the Baylands. Citizen groups bag trash and City crews pick it up.

8. Dumpster Area Clean-up (Public Works Department)

Messy dumpster areas are brought to the attention of the property owner, verbally first, then via letter. If compliance does not result, the sanitation company (City contractor) can clean the area and bill the property owner.

9. Trash on Private Property Enforcement Program (Planning and Community Environmental Department)

Trash on private property is a P.A.M.C. violation (esp. visible trash – front yard).
Incoming complaints result in:

 - A. Logging and tracking.
 - B. Inspection within 5 days.
 - C. Notice of Violation (NCR form delivered or posted.)
 - D. Can be followed by letter.

E. Can be followed by:
-Administrative Penalty
-Criminal Action.

10. Litter Enforcement (Police Department)

-Persons who litter are subject to action by the Police Department.
-The California Vehicle Code is used to prosecute cases of littering from a moving vehicle. Cases are investigated and appropriate ones are referred to the District Attorney.
-The California Penal Code or the Palo Alto Municipal Code (PAMC) is used to prosecute other cases of littering. Penal Code cases are referred to the District Attorney and PAMC cases are referred to the City Attorney.

11. Trash on Public Right-of-Way/Lands (Public Works Department)

A. Complaints and observations of trash result in clean-up by City Staff (or SCVWD staff for most creek-bed areas as noted in #6 above).
B. If the responsible party is known, the facts are referred to Code Enforcement (Planning and Community Environment Department) for the enforcement actions in #9 above.)

12. Palo Alto Parks Litter Patrol (Community Services Department)

A. Trash receptacles are emptied by sanitation company (City contractor) at various frequencies depending on location.
B. Trash pick-up of grounds is performed at various frequencies by either City staff or maintenance contractor depending on location.

13. Landfill Services (Public Works Department)

A. The Palo Alto Landfill, Recycling Center, and green waste composting area are open to residents 7 days/week at extremely reasonable rates. Recycling and green waste areas are free.

14. Palo Alto Landfill Litter Control (Public Works Department)

A. Litter migration from the working face of the Landfill is controlled primarily through the use of the alternate daily cover tarps, weekly cover and the use of permanent and portable fencing.
B. Litter is routinely picked up by landfill personnel on an as-needed basis. Materials dropped off by vehicles that may pose a hazard are picked up immediately.
C. In the event of high winds, temporary staff is brought on to augment permanent staff, if needed, to pick up windblown litter.

Los Gatos

No additional comments.

Cupertino

Los Altos Hills

SCVWD

Mountain View

A. In the City's downtown area, space for garbage and recycling dumpsters is limited. The City built community recycling enclosures on public property to preserve space for private trash dumpsters on private properties and encourage recycling. A thorough door-to-door downtown business education campaign about proper management of trash, recycling and tallow was conducted, and is repeated through weekly downtown inspections.

B. In response to a complaint about litter coming from a local convenience store, the City found the problem was not with the store but with children and visitors to the local elementary school and a "joint use" park. The litter found was primarily ice cream wrappers and some sport drinks discarded directly in front of the school and along a concrete path to the basketball courts on school property adjoining the park. So the litter was coming from neighborhood children and families visiting the school usually after hours. Only one or two identifiable fast-food containers were found from restaurants along El Camino (not from the convenience store). We found litter near the street corner (on the residential side across from the convenience store) was schoolwork and artwork.

-The litter was also coming from travelers from one bus stop to another. The complainant's property and school property are located between two major arterials with bus routes, El Camino Real and California Avenue. Based on various field inspections lasting a few hours on different days and at different hours revealed a well-traveled path from one bus stop to another with many pedestrians towing roller suitcases. Solid Waste contacted the VTA and they exchanged a 10-gallon public can near the bus stop for a 32-gallon can.

-The school crossing guard was a great source of information. He confirmed our observations about the after hours basketball activity, ice cream street vendors, and bus travelers; and he noted that some of the snack bags found in the bushes across from the school were well-positioned at eye level and checked by passersby and concluded there may be drug activity. Solid Waste notified the Police Department about the guard's observation, and met with the school principal.

-The principal and solid waste staff checked public cans near the basketball area and found litter in one part of the park where a trash can was only 10 feet away. There are about 4 trash cans along the border between the school basketball courts and the park. Solid Waste staff asked Community Services (Park) to add another public can in the park about 5 feet away next to the basketball courts where litter was found. Solid Waste suggested to the principal that the school increase litter removal on its property more frequently, and add another public can near the entrance from the street to the basketball courts. Solid Waste provided reference to the litter sections of the CIWMB curriculum for the school to use in teaching students about litter. Depending on the success of the school, a joint litter education campaign in Spanish may be implemented consisting of store and school posters and banners.

Sunnyvale

Neighborhood Preservation and Public Safety respond to situations at abandoned houses (and sometimes ones that are occupied). In some of these cases "super-cleanups" of the yards were needed. Public Safety staff assisted with site security during these clean up efforts.

A general comment that was received from several staff interviewed for this report was that warning signs and anti-litter signs, (even those with penalties listed e.g., \$500 - \$1000) do not have any effect on the public and their behaviors.

Monte Sereno

No additional comments.

Santa Clara

Litter and illegal dumping are virtually impossible to stop at the source. Very rarely will you successfully be able to catch the responsible party in the act of littering and/or dumping. A \$500 penalty per violation is a significant penalty but it does not seem to prevent littering. It is important to keep neighborhood streets, creeks and medians as clean as possible all of the time. If you remove litter quickly and keep areas clean, people are less likely to litter in clean areas. Once an illegal pile gets started, it grows exponentially until it is removed. People are more likely to add to a pile rather than to start one.