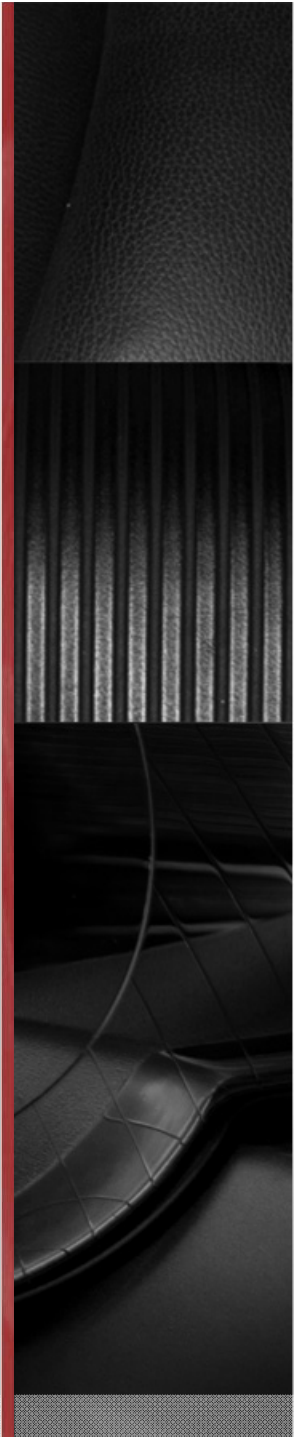


Right-Size/Right-Service RS2 Pilot Program

Zero Litter Initiative
Sunnyvale



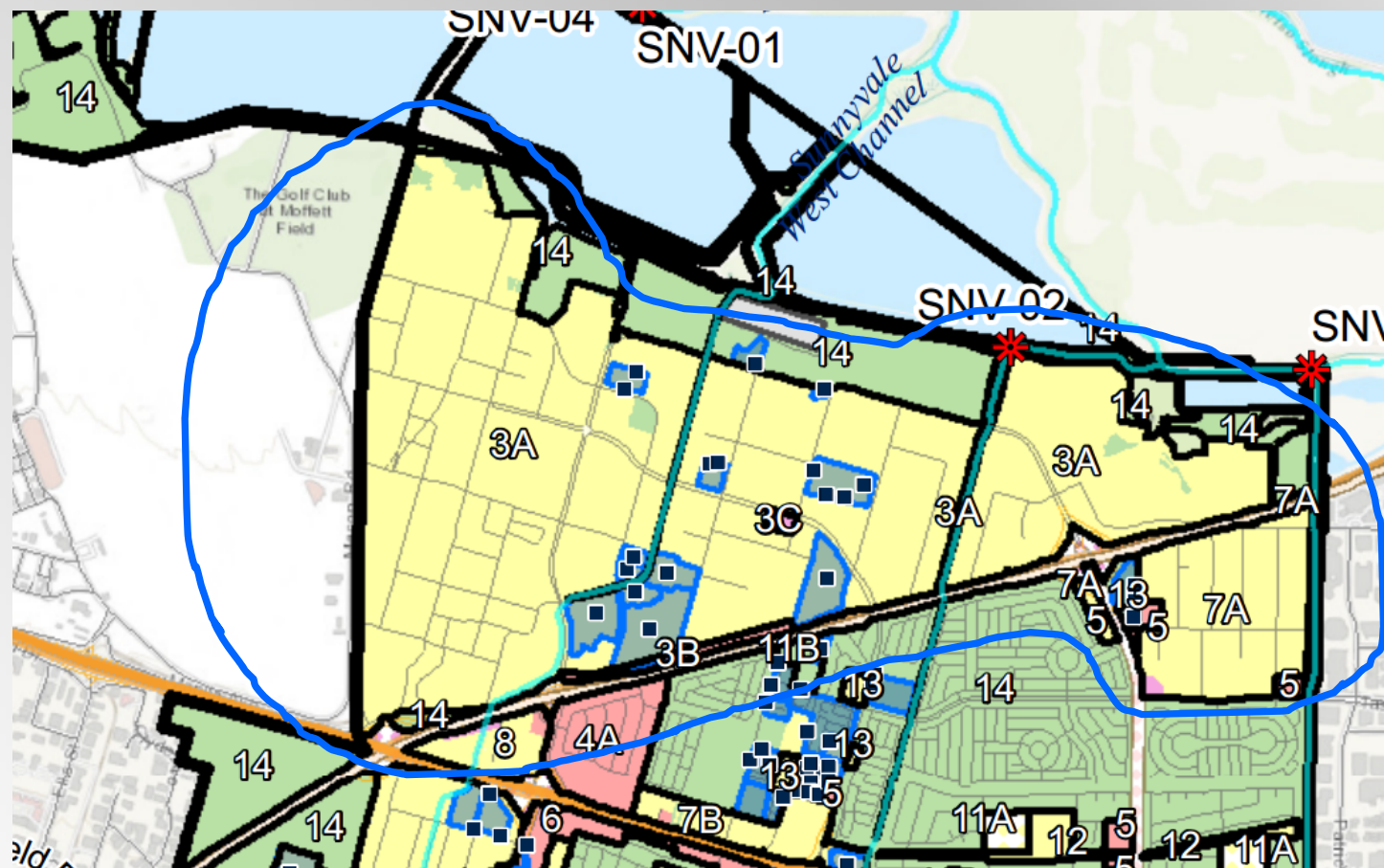
RS2 Target Audience

Identify Litter Hot Spots & Target Audience

- Light industrial business parks
- MF communities
- Downtown business district/small retail/restaurants



Target Area for Pilot



RS2 Implementation: Letter




January 9, 2015

Dear Customer:

Beginning January 2015, the City will launch the **Right-Size | Right-Service (RS2)** campaign in an effort to reduce garbage and recycling service-related litter. Many litter issues are caused by overfilled garbage and recycling containers, containers with lids left open, and litter accumulation in waste collection areas. As a result, litter can spill or be blown onto streets or roadways and enter storm drains and waterways to flow untreated into the Bay and ocean.


Please review the **Right-Size | Right-Service Warning Notice Procedures** below (see a sample notice on the reverse):

- **Warning #1** — Specialty will contact the Customer to remove excess waste or litter prior to a one-time courtesy collection.
- **Warning #2** — Specialty will contact the Customer to remove excess waste or litter prior to collection. A return trip fee will be charged to the customer account. Customer may call (408) 730-7262 to request a City staff audit for garbage and recycling service recommendations.
- **Warning #3** — The City will require the Customer to subscribe to a larger container size (Right-Size), and/or increase service frequency (Right-Service).

RIGHT-SIZE  **RIGHT-SERVICE**

WARNING NOTICE

Pursuant to Sunnyvale Municipal Code (SMC) 8.16.030 (c.)
All materials shall be placed inside the containers and shall not be placed outside nor allowed to spill out of such containers. Where containers are equipped with lids, all lids shall be maintained closed when waste is in the container.



Lids must remain closed — collection areas must be litter-free.

Specialty Solid Waste & Recycling (SSWR) has issued this **Warning Notice** to bin # _____



OVERFILLED BIN LITTER IN AREA

RIGHT-SIZE | RIGHT-SERVICE PROCEDURES

Warning #1 — Customer must remove excess waste or litter prior to a one-time courtesy collection.

Warning #2 — Customer must remove excess waste or litter prior to collection. A return trip fee will be charged to Customer account. City staff will provide an audit to evaluate service upon request.

Warning #3 — City will require increased service — larger container size and/or more frequent collection.

(408) 565-9900 (408) 730-7262

Please help keep Sunnyvale litter-free.

DATE: _____ TIME: _____

ROUTE #: _____ BIN #: _____

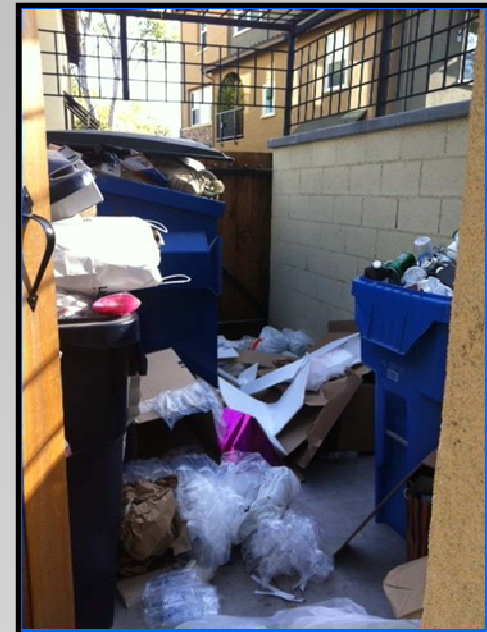
OVERFILLED BIN LITTER IN AREA

SAMPLE ONLY

RS2 Training

Hauler Drivers —

- Tag “Overflow” bin
 - Lid open 9” or wider
 - Excess materials hanging out of bin
 - Trash bags on top of bin
 - Litter or debris blocking bin
- Photo documentation
- Contact Specialty CSR immediately
- DO NOT SERVICE BIN
- Service bin pending CSR approval/excess removed



RS2 Protocol

Specialty CSRs —

#1 — Contact Customer

- Review RS2 program
- Advise to remove excess
- 1-time Courtesy return

#2 — Contact Customer

- Review RS2 program
- Advise to remove excess
- Inform return trip fee
- Contact City for return trip work order
- Recommend City audit

#3 — Service level increased

(1 cyd and/or 1 extra day service min.)

3 tags within 3 months

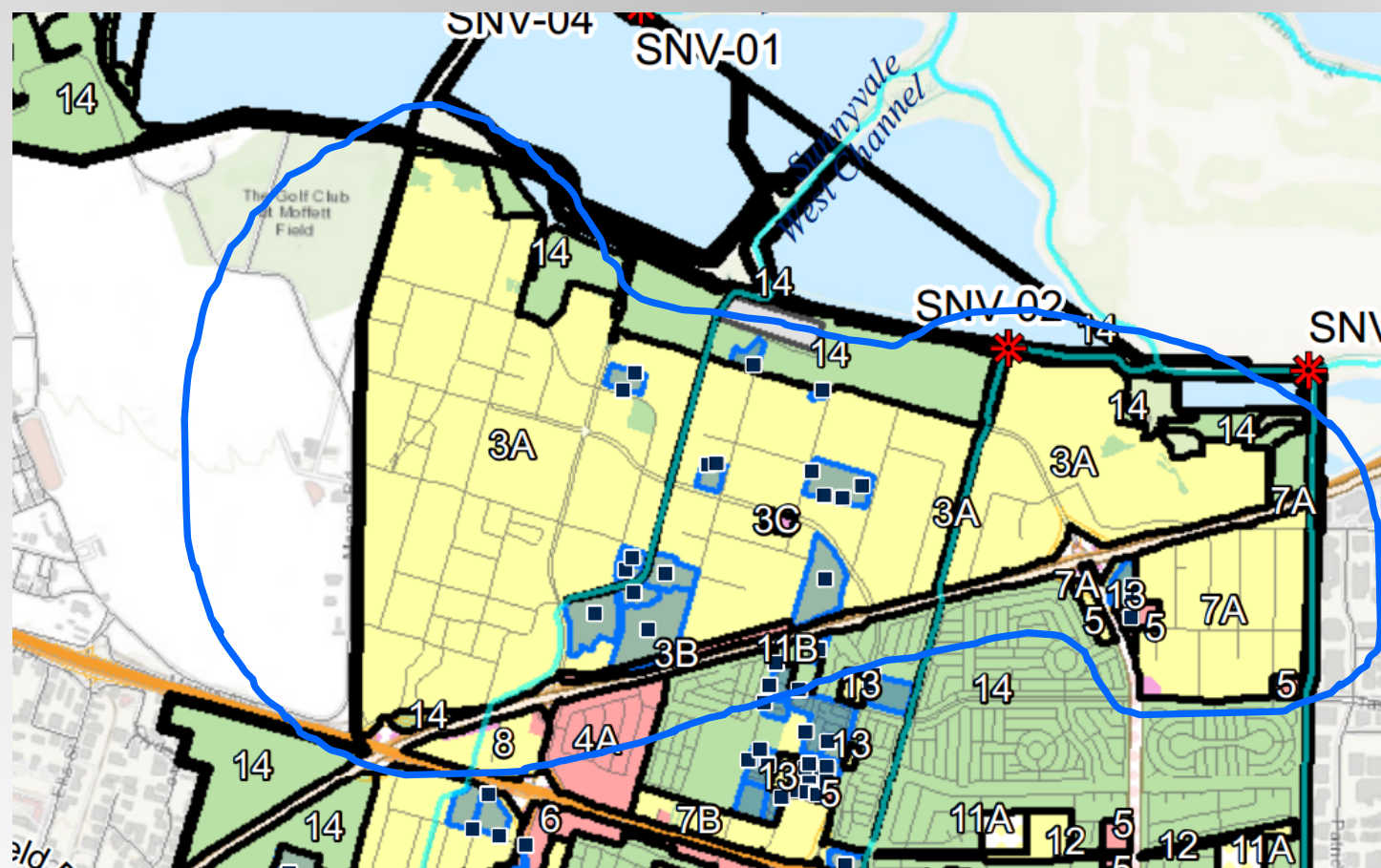
6 month increased service and audit prior to decrease of service.

Program Outcome

- 306 Customers
- 405 waste containers
- 775 stops/week
- 34 tags issued
 - 32 — 1st warnings
 - 2 — 2nd warnings
 - 0 — 3rd warnings
 - 7 Customers volunteered service increase (20% service increase rate)



Target Area for Pilot



On-land Assessments Show Pilot Area Cleaner



Lessons Learned

- Proactive phone calls
- No escalations
- Need to remind drivers to use tags



Next Steps

- Meet with Specialty and City staff to plan citywide roll-out
- Train all customer service staff
- Send outreach letters to all commercial and MF properties (1,943 accounts)
- Start citywide RS2 program 2017



Thank you,

Sandy Jensen

(408) 730-7749

sjensen@sunnyvale.ca.gov

Solid Waste Specialist

Environmental Services Dept.

