



OVERFILLED AND CONTAMINATED CART SURCHARGES

A CITY - FRANCHISEE PARTNERSHIP TO REDUCE CONTAMINATION AND LITTERING

FRANCHISED SERVICE PROVIDERS



REPUBLIC
SERVICES



- Originally locally owned and operated businesses active within the community.
- The names may have changed but their commitment to the Stockton community remains the same.

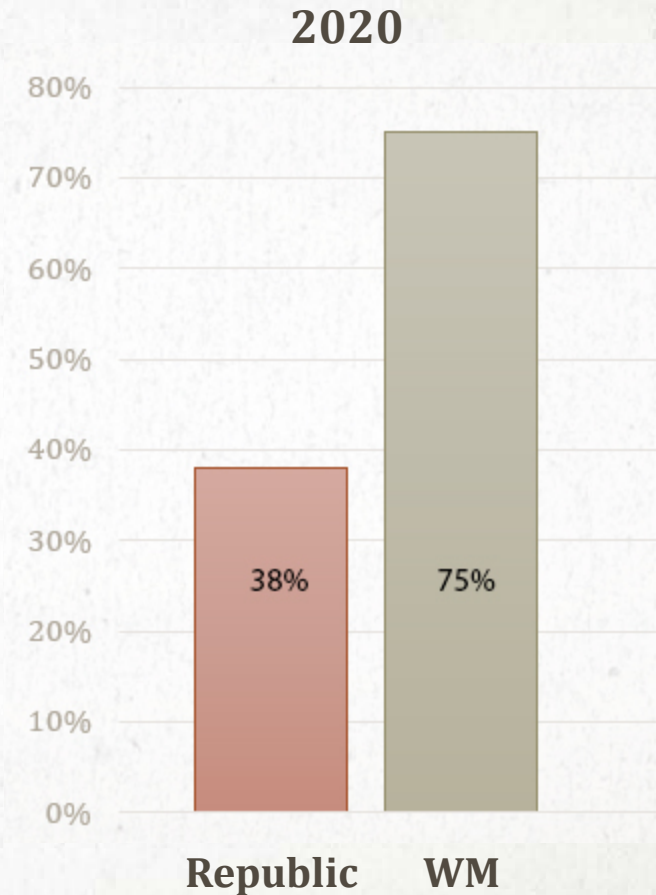
FRANCHISE AGREEMENTS

- 10-year term effective January 1, 2020 through December 31, 2029
- Residential and Commercial Streams
 - Residential customers - established service areas
 - Commercial customers - open service areas
- Standardized rates for BOTH customer sets
- 3 services for one monthly rate:
 - Trash (GRAY lid)
 - Single Stream Recycling (YELLOW lid)
 - Organics (yard waste and food waste – GREEN lid)



CONTAMINATION AND OVERFILLED CARTS

- **Increased contamination in residential recycling and organics carts over the lifespan of the previous franchise agreement (2004 through 2019)**
- **Overfilled carts become an issue as families downsize service levels to save money**
- **New agreements address the issues by establishing surcharges and adding new rates for additional services**



SURCHARGE RATE STRUCTURE

- **Surcharges are not meant to be punitive**
 - ✓ **Enforce proper waste disposal**
 - ✓ **Help keep recycling clean**
 - ✓ **Sends less material to landfills**
 - ✓ **More importantly, will help the City's efforts to comply with SB 1383 regulations.**
- **Overfilled cart surcharges based on stream type and service level**
- **Contaminated cart surcharge based on service level only**

Overage Charge:		
30-gallon container (Solid Waste)	\$	6.09
60-gallon container (Solid Waste)	\$	12.14
90-gallon container (Solid Waste)	\$	18.20
60-gallon container (Recycling)	\$	6.06
90-gallon container (Recycling)	\$	9.10
60-gallon container (Organics)	\$	9.10
90-gallon container (Organics)	\$	13.66
Contamination Charge:		
30-gallon container (All Materials)	\$	6.09
60-gallon container (All Materials)	\$	12.14
90-gallon container (All Materials)	\$	18.20

THRESHOLDS

- **Contamination Thresholds:**

Recycling Cart = 10% by volume

Organics Cart = 3% by volume

- **Overfilled Threshold = lid lifted by at least 4"**

- **Focus on gross offenders**

CONTAMINATED CART EXAMPLES

Organics and Recycling Carts



Organics Carts



OVERFILLED CART EXAMPLES

Trash and Recycling Carts



OUTREACH AND EDUCATION

- **Directed mailed information between November 2020 and February 2021**
- **Defined what constituted a contaminated or overfilled cart**
- **Provided tips to avoid both issues in the future**
- **Visual sorting guides to help with language barriers**
- **Planned future outreach and education include new ways to reach people wherever they are.**

Examples:

- ✓ **Bus and digital media advertisements**
 - ✓ **Mall Ad kiosks**
 - ✓ **Social media**
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EXAMPLES OF EDUCATIONAL PIECES

CITY OF STOCKTON
IMPORTANT SERVICE INFORMATION



CART SET OUT INSTRUCTIONS
 Please place your carts three feet apart, on the street in front of your house with wheels against the curb, away from any obstructions and neighbor's carts.
 Proper cart placement helps avoid property damage, missed pickups, and helps our driver's service your carts quicker and safer.
 For an informative video, Visit <http://bit.ly/CartSetOut>



WHAT IS CONTAMINATION AND WHY SHOULDN'T I CONTAMINATE?
 Contamination happens when you place the wrong material in the wrong cart. Contaminants can damage processing equipment, harm employees and turn other recyclables and organics - including your neighbor's materials - into trash. Only place accepted materials in your recycling and organics cart so they can be made into new products.

RECYCLING
 A common mistake is collecting recyclables in a plastic bag. Plastic bags, wrappers and film cannot be processed by the equipment used to sort recyclables. It is also important to keep your recyclables empty and dry.

ORGANICS
 Just like recycling, a common mistake is collecting organics in a plastic bag. Plastic bags don't compost. Here's a helpful tip: use a paper bag to transport food scraps from your kitchen. It also helps keep your organics cart clean.



Only RECYCLE empty/dry bottles, cans, paper and cardboard.



Only place food scraps and yard waste into your green waste cart.



Keep recyclables loose. Keep food and liquid out of recycling.



No plastic, glass, metal, treated wood, hazardous or pet waste. No plastic or foil coated paper. No plastic bags. Only paper bags accepted.

WHY IS IT IMPORTANT NOT TO OVERFILL MY CART?
 When your cart lid can't close, you're overfilling your cart. Keeping cart lids closed helps to prevent litter from spilling out of the carts and onto the street. Closed lids also help keep materials in and pests and moisture out. Placing materials in the correct cart can help minimize overage. If you regularly overfill your container(s), it may be time to increase your service levels. Please call 209-946-5711 to explore your options. We're here to help.



Recycling/Reciclaje	Organics/Orgánicos
Please empty all containers prior to recycling. <i>Vacíe todos los envases antes de reciclarlos.</i>	
 <p>Clean paper, magazines, newspaper, cardboard, junk mail <i>Papel limpio, revistas, periódicos, cartulina, correo no deseado</i></p>	 <p>Grass, weeds, green plants, tree limbs, wood chips, dead plants, brush, garden trimmings, leaves <i>Césped, maleza, plantas vivas, plantas muertas, ramas de árboles, virutas de madera, arbustos, recortes de jardín, hojas</i></p>
 <p>Empty plastic bottles, rigid plastic containers <i>Botellas de plástico vacías, envases de plástico rígidos</i></p>	 <p>Food scraps, including egg shells, meat and bones <i>Contenedores vacíos de aluminio para bebidas</i></p>
 <p>Empty metal food containers <i>Contenedores de comida de metal vacíos</i></p>	 <p>Empty aluminum beverage containers <i>Contenedores vacíos de aluminio para bebidas</i></p>
 <p>Empty glass bottles & jars <i>Botellas y frascos de vidrio vacíos</i></p>	 <p>Food-soiled paper, including napkins, coffee filters, tea bags, to-go containers <i>Papel sucio para alimentos, incluidos servilletas de papel, filtros de café, bolsitas de té, envases de papel para llevar</i></p>
Do Not Include/No Incluir	Do Not Include/No Incluir
 <p>Polystyrene foam and plastic bags TRASH ONLY <i>Espuma de poliestireno y bolsas de plástico. SOLO BASURA</i></p>	 <p>Diapers and pet waste TRASH ONLY <i>Pañales y desechos de mascotas SOLO BASURA</i></p>
 <p>Food scraps or food-soiled paper ORGANICS ONLY <i>Desechos de comida o papel sucio de comida SOLO ORGÁNICOS</i></p>	 <p>Polystyrene foam and plastic bags TRASH ONLY <i>Espuma de poliestireno y bolsas de plástico. SOLO BASURA</i></p>
 <p>Diapers and pet waste TRASH ONLY <i>Pañales y desechos de mascotas SOLO BASURA</i></p>	 <p>Recyclables RECYCLE ONLY <i>Reciclables SOLO RECICLAR</i></p>

EXAMPLES OF "OUT OF HOME" OUTREACH



**LOSE
THE BAG**

Keep recyclables
loose, empty & dry.





**KEEP IT
GREEN**

Food scraps & yard trimmings
go in the organics cart.





**LIDS MUST
BE CLOSED**

Avoid overfilling &
prevent litter.



CUSTOMER CARE

- **Courtesy notices prior to Go Live**
 - **Calls to customers with multiple courtesy notices to determine possible causes**
 - **Websites updates with video and tips**
 - **Extra Service Stickers provided for occasional extra waste**
 - **1 additional organics cart at NO cost upon request**
 - **Additional services available at REDUCED cost**
 - **Will forgive ONE surcharge upon request.**
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GO LIVE – MARCH 1, 2021

- **Surcharge cannot be charged unless documented.**
 - **Republic Services uses drivers and planned future field staff to gauge whether a cart is contaminated or overfilled. Workers are equipped with cameras only.**
 - **Waste Management drivers have trucks equipped with cameras on the outside and inside the trucks. Drivers are able to identify contaminants and record them as they falls into truck. The trucks are able to provide both photographic evidence as well as video.**
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MONITORING

- **Both companies provide regular updates on the number of courtesy notices distributed to date.**
 - **City staff is working with both companies to address customer concerns as received.**
 - **Ask Stockton service requests**
 - **Customer calls!**
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PROGRAM EVALUATION

- **The success of the program will be measured against the baseline contamination rates of 38% (Republic Services) and 75% (Waste Management)**
 - **Six (6) month evaluation to review program (planned October 2021)**
 - 1. Assessing the effectiveness of the program as a deterrent to residential setouts of contaminated and/or overfilled carts**
 - 2. Verify the surcharges are set at a level that provides an adequate deterrent without generating significant revenue.**
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