

# County of Santa Clara

Recycling and Waste Reduction Commission of Santa Clara County  
Recycling and Waste Reduction Division

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## OPERATIONS SUBCOMMITTEE SPECIAL MEETING MINUTES April 14, 2014

### ATTENDANCE

Paula Borges	City of Palo Alto
Clif Chew	County of Santa Clara
Cheri Donnelly	City of Cupertino
Aida Fairman	City of Los Altos
Jon Gire	City of San Jose
Richard Gertman	For Sustainability Too
Natalee Henry	Cascadia Consulting Group
Karin Hickey	City of Santa Clara
Julie Muir	Clara Mateo
Cynthia Palacio	City of Mountain View

Cynthia Palacio reviewed the TAC Minutes of February 13, 2014 to clarify the task for the Operations Subcommittee.

The standard for zero litter is reducing to the extent possible the amount of litter entering waterways produced by solid waste activities. The standard is based on what is practical and therefore reasonable and enforceable. Although the Federal standard is 100% trash litter reduction by 2022; the State standard is 40% reduction in visual litter which increases incrementally each year thereafter. It was also noted that trash occurring from illegal dumping is exempt.

To clarify tasks further and prevent duplication of effort, Cynthia Palacio advised that another group is detailing best management practices. Sunnyvale is flow charting the process of collection activities and responsibilities from driver to customer service representatives to route supervisors to reports to the city. As part of the process, Sunnyvale hopes to develop best management practices (BMPs), which in turn may inform the changes needed in the municipal code, internal process and enforcement. Therefore, the Operations subcommittee should concentrate on general model contract language using existing or newish contracts. The subcommittee should pull out model contract provisions from the ZLI survey of contract

**Commissioners:** James R. Griffith, Chair; Ronit Bryant, Kansen Chu, Michael F. Kotoswki, Linda J. LeZotte, Orrin Mahoney, Teresa O'Neill, Jan Pepper, Cat Tucker, Mike Wasserman

provisions or use the most recent contracts .

Richard Gertman went over the ZLI Contract Language handout he prepared for this meeting. He also noted that there is new technology that allows video capture of what the drive sees. The group discussed the merits and difficulties with the emerging technology. Richard Gertman also recommended that the driver raise and lower the truck body to shake off any litter before traveling to the facility. Cynthia Palacio and Julie Muir noted that not all trucks can raise or lower the truck body, and doing so could be dangerous to the public.

The standard of closed lids and problems with insufficient service were discussed. Cynthia Palacio noted that many contracts have provisions to address insufficient service such as annual audits or other reports by drivers. Occasional extra garbage is usually handled with an extra garbage tag; but repeated overfilling of containers is handled by the customer being asked or required to increase service level. Cynthia Palacio read some sample language from the West Valley franchise. overfull carts (undersubscribed service level). The jurisdiction would need to have enforcement follow through to increase service levels even if the customer did not want it so that the provision will be effective.

There was not unanimous agreement about lids being closed and there was concern about the cost of requiring cameras in all trucks because such costs are passed on to ratepayers. It was noted that the Regional Water Quality Control Board identified problem areas in specific waterways that must be addressed. Cynthia Palacio recommended that any new technology, such as litter cameras, be piloted on routes that service properties near the problematic waterways to be cost-efficient. Collection companies could re-routed so that a single-route services the properties near those waterways. Although all drivers would be trained in litter and spills management, the driver of this particular route could focus on open lids, overflowing containers and actual litter abatement. This in turn would help identify customers needing additional service or education. The collection company management would be responsible to review the route and ensure that the driver was meeting his obligation to report issues or pick up litter caused by collection activities.

All containers, whether residential carts or commercial bins, need close-fitting covers. The driver is responsible for reporting any damage to be repaired. Commercial bins not located underneath a covered enclosure, requires lids. Some cities may want to adopt provisions that require all lids be closed by the customer. Collection companies should be required to close commercial bins after collection.

Training needs to include all members of the collection company including drivers, supervisors, managers, and customer service representatives. Paula Borges noted training needs to be specific. The training needs to explain why litter reduction is important and that this is just one of many strategies the community is undertaking to improve water quality. Cynthia Palacio suggested that a video be created that would be targeted to drivers and others in the collection company by using drivers and others in the video. This is often the technique used at collection companies for safety and environmental training.

As a sidebar, it was noted that new residential and commercial developments are of increased density often resulting in the property manager having to take the commercial bin out of the covered enclosure and placing it in the street for collection where it stays there all day. The best practice is to keep the commercial bin in the covered enclosure so the truck can drive straight up to it for collection. It was noted that if a development is allowed because of density to place containers in the street, the container must have lids, and any compactor bins must have a tight-fitting cover in working condition to cover the hole. Julie Muir

explained how Peninsula Sanitary's counter-balanced lids on containers work, but noted containers cost \$1,000 each.

The next agenda will continue review of Richard Gertman's draft ZLI model contract language, which will incorporate the above suggestions.

The next meeting is scheduled for May 5<sup>th</sup> at Mountain View City Hall in the 2<sup>nd</sup> Floor Plaza Conference Room. A telephone conference number will be set up for this second meeting.

THE NEXT SCHEDULED SRR MEETING: May 5, 2014