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APR 7 2014  
City Manager's Office

# Memorandum

**TO:** HONORABLE MAYOR  
AND CITY COUNCIL

**FROM:** Kerrie Romanow

**SUBJECT:** PHASE OUT OF 20-GALLON  
GARBAGE CART

**DATE:** April 4, 2014

Approved

Date 4/4/14

## INFORMATION

On September 17, 2013, the City Council approved a service delivery strategy to collect Recycle Plus payments for garbage and recycling services for all single-family residential households through the Santa Clara County Secured Property Tax Bill. One of the considerations of the new billing model was the need to eliminate 20-gallon cart service due to the 32-gallon cart becoming the standard level of service. A public notice regarding potential rate increases was mailed to Recycle Plus customers earlier this month that included the proposed discontinuation of 20-gallon cart service effective January 1, 2015. This memorandum describes the timeline for transitioning 20-gallon garbage cart customers to 32-gallon cart service by January 1, 2015.

Effective April 1, 2014, customers will no longer be offered 20-gallon garbage service, thereby avoiding subsequent transition to 32-gallon service a few months later. In July 2014, 20-gallon customers will receive a notification advising them of their upcoming transition to 32-gallon service. From August to December 2014, the Recycle Plus haulers will exchange 20-gallon carts for 32-gallon carts. Effective January 1, 2015, customers will be billed at the 32-gallon service rate and the 20-gallon cart rate will be eliminated.

Approximately 7,400 customers (3.5 percent) currently have a 20-gallon cart and 180,000 customers (86 percent) subscribe to a 32-gallon service. The 20-gallon rate of \$28.23 is \$1.72 per month less than the 32-gallon cart rate of \$29.95 per month. The table below provides an overview of 20-gallon cart customers by Council District.

Council District	20-Gallon Garbage Cart Customers
1	897
2	712
3	615
4	777
5	489
6	1,020
7	515
8	735
9	954
10	704
<b>Total</b>	<b>7,418</b>

The City's Customer Service Call Center will be trained to handle customer calls regarding the elimination of the 20-gallon service rate. Copies of the customer notification will also be provided to staff in the Council and City Manager offices.

**COORDINATION**

This memorandum was coordinated with the Information Technology Department – Customer Contact Center.

/s/  
KERRIE ROMANOW  
Director, Environmental Services

For more information, please contact Jo Zientek, Deputy Director, at (408) 535-8557.