

Illegal Dumping Ad-Hoc Committee Final Status Report

Purpose:

Examine issues of illegal dumping in San Jose and offer possible resolutions.

Three main points regarding Illegal Dumping

1. Expand features of the San Jose 311 app
2. Increase city staffing and equipment for illegal dumping and code enforcement
3. Review volunteer organization funding cycle

Ad-Hoc Committee Membership:

Babu Prasad D2

Anthony Rossello D4

Jewell Buchanan D5

Bruce Victorine D7-Chair

Tasha Tenturier D7

Nicole Edraos D8

Ad-Hoc Committee Meetings:

Occurrences:

5 Meetings

Meeting Hours:

8 Hours

Commissioner Hours:

42 Hours

Start and End Date: October 1, 2021- March 10, 2022

Findings:

The Popular San Jose 311 Service. According to the San Jose 311 data dashboard, residents have ordered free junk pickup 45,000 times from January - November 2021 and have reported illegal dumping 23,000 times.

Our Ad-Hoc members have met with San Jose's city staff who indicated that more staff and equipment were needed to deal with required trash and illegal dumping removal.

An Ad-Hoc member met with Deb Kramer of Keep Coyote Creek Beautiful and discovered that scheduled pickups had to be canceled due to lack of City funding during the summer of 2021.

Recommendations:

• San José 311 App and Website Visibility.

Residents who know about the San José 311 app and website use it, and comment favorably. The 311 app can be expanded to improve the blight crisis. According to recent San José 311 data dashboard information, residents have ordered free unlimited junk pickup approximately 45,000 times January - November 2021 and have reported illegal dumping approximately 23,000 times.

- Add Visibility and Amplify. Add a localized campaign, perhaps in partnership with google ads, to use San José 311 on all City/Beautify announcements fostering trust and use in the app; this would be especially useful in Districts 3, 5, and 7 where illegal dumping reports are the highest relative to free junk pickups.
 - Stress that the free junk pick-up service can be utilized by property owners and renters.
 - Add the San José 311 app information and Free Junk Pick-Up phone number to the recycling and garbage cart education campaign that's being rolled out
 - Increase the number of languages supported in the San Jose 311 app to include at least Spanish and Vietnamese and advertise in local language specific media.

• Illegal Dumping Staffing Support.

- Increase staff in all functions across the city to get illegal dumping under control in the near term.

- Staffing support resources need to be increased for trash pickup truck drivers. Staffing includes enforcement of steep fines for illegal dumping and illegal dumpers caught in the act.

• **Code Enforcement Staffing.**

- Provide funding for Code Enforcement to add 3 additional positions to address the abandoned vehicle problem facing the residents of San José.

• **Volunteer Organization Funding Cycle Review.**

- Review the volunteer organization funding cycles to evaluate moving the funding into the fall, or lengthen the cycles to 18-months in order to coordinate volunteer availability and funding allocations.
- South Bay Clean Creeks, Trash Punx and Keep Coyote Creek Beautiful provide a crucial function. Of late, communication has not been streamlined, funding not available, and clean-ups canceled for these organizations. Apparently, this is due to grant funding cycles landing in lower City-staffed summer months
- Volunteer organizations can be of more strategic value putting out public service announcements, publicizing the use of San José 311 to report illegal dumping and schedule junk pickups, and mapping out service areas.

Summary:

1. The San Jose 311 app is an important tool for reporting illegal dumping and free junk pickups as well as other issues. By improving ease of use and expanding features this app can provide a larger impact by increasing its usage and reducing the time taken in reporting illegal dumping.
2. The current city staff are doing their best to keep up with the illegal dumping issue in San Jose. Our findings indicate the additional staffing and equipment resources are required to keep up with this growing problem.
3. Non- profits that actively work with volunteers to reduce trash and keep our watersheds clean in San Jose, need a reliable source of funding to continue their important work. Our city can help by simplifying the process of funding grants for these organizations.

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