



## Residential Garbage and Recycling Services Spring 2024 Rate Notice

### Frequently Asked Questions

#### What is the proposed rate change for FY 2024-25?

The proposed rate increase is up to 6 % for Single-Family dwellings (SFDs) and up to 3 % for multi-family dwellings (MFDs) Additional details on rate changes can be found in Table 1 for SFD and Table 2 for MFD.

**Table 1 – Single-Family Proposed Garbage and Recycling Rates**

<b>SCHEDULE OF PROPOSED RESIDENTIAL GARBAGE AND RECYCLING MONTHLY SERVICE RATES</b> (Effective July 1, 2024)				
<b>Garbage Cart Size</b>	<b>Current Monthly Rate</b>	<b>Maximum Proposed Monthly Rate</b>	<b>Maximum Proposed Monthly Rate Increase** (6%)</b>	<b>Maximum Proposed Annual Rate**</b>
<b>32-Gallon</b>	\$51.40	\$54.48	\$3.08	\$653.76
<b>64-Gallon</b>	\$102.80	\$108.96	\$6.16	\$1,307.52
<b>96-Gallon</b>	\$154.20	\$163.44	\$9.24	\$1,961.28
<b>Optional Yard Trimmings Cart*</b>	\$6.85	\$7.26	\$0.41	\$87.12

For on-premises collection service, the add-on service charge will also increase by up to 6 % to \$111.03 per household to the basic monthly service rate.

\*The optional yard trimming cart service is an add-on service with an additional charge. If this service is selected, the add-on service charge will be combined with the basic monthly service rate for final billing.

\*\*Maximum Proposed rate

**Table 2 – Multi-Family Proposed Garbage and Recycling Rates**

<b>SCHEDULE OF PROPOSED RESIDENTIAL GARBAGE AND RECYCLING MONTHLY SERVICE RATES (Effective July 1, 2024)*</b>												
Garbage Bin Size	1x/ week		2x/ week		3x/ week		4x/ week		5x/ week		Extra Pick Up	
	Current Rate	Maximum Proposed Rate	Current Rate	Maximum Proposed Rate	Current Rate	Maximum Proposed Rate	Current Rate	Maximum Proposed Rate	Current Rate	Maximum Proposed Rate	Current Rate	Maximum Proposed Rate
1	\$149.48	\$153.96	\$270.76	\$278.88	\$392.07	\$403.83	\$513.40	\$528.80	\$634.73	\$653.77	\$64.32	\$66.24
1.5	\$187.78	\$193.41	\$344.51	\$354.84	\$501.27	\$516.30	\$658.05	\$677.79	\$814.77	\$839.21	\$73.17	\$75.36
2	\$227.05	\$233.86	\$419.28	\$431.85	\$611.49	\$629.83	\$803.69	\$827.80	\$995.88	\$1,025.75	\$82.11	\$84.57
3	\$303.75	\$312.86	\$566.90	\$583.90	\$830.00	\$854.90	\$1,093.13	\$1,125.92	\$1,356.20	\$1,396.88	\$99.92	\$102.91
4	\$380.51	\$391.92	\$714.56	\$735.99	\$1,048.52	\$1,079.97	\$1,382.56	\$1,424.03	\$1,716.60	\$1,768.09	\$117.77	\$121.30
5	\$457.21	\$470.92	\$862.11	\$887.97	\$1,267.08	\$1,305.09	\$1,672.04	\$1,722.20	\$2,076.98	\$2,139.28	\$134.64	\$138.67
6	\$533.95	\$549.96	\$1,009.82	\$1,040.11	\$1,485.66	\$1,530.22	\$1,961.47	\$2,020.31	\$2,437.34	\$2,510.46	\$153.39	\$157.99
8	\$687.40	\$708.02	\$1,305.07	\$1,344.22	\$1,922.70	\$1,980.38	\$2,540.35	\$2,616.56	\$3,158.02	\$3,252.76	\$189.03	\$194.70

\*Maximum Proposed rate

<b>Dismount and Push Charges Per Garbage Bin Per Push*</b>								
Distance (in feet)	Up to 25ft	26-50	51-75	76-100	101-125	126-150	151-175	176-200
Current Rate	\$33.45	\$66.93	\$100.40	\$133.88	\$167.36	\$200.83	\$234.31	\$267.79
Maximum Proposed Rate	\$34.45	\$68.93	\$103.41	\$137.89	\$172.38	\$206.85	\$241.33	\$275.82

\*Rates include push of equal distance for recycling bin or carts.

<b>Dismount and Push Charges Per Collection of Recycling Carts</b>								
Distance (in feet)	Up to 25ft	26-50	51-75	76-100	101-125	126-150	151-175	176-200
Current Rate	\$0.00	\$33.45	\$66.92	\$100.38	\$133.85	\$167.31	\$200.78	\$234.25
Maximum Proposed Rate	\$0.00	\$34.45	\$68.92	\$103.39	\$137.86	\$172.32	\$206.80	\$241.27

<b>Compactor Service Multi-Family Rates</b>	
Rate	Per Collection, Per Cubic Yard
Current Rate	\$71.47
Maximum Proposed Rate	\$73.61

**Why are rates changing?**

San José’s Residential Garbage and Recycling service rates cover the expenses of providing residential solid waste services. Garbage and recycling services must be self-supporting and cannot be supported by property taxes or other funds. Rate changes support contractual cost increases, including annual cost of living adjustments for expenses such as fuel and labor. Growth in housing developments also contribute to increased contractual expenditures. The solid waste agreements provide weekly residential garbage, unlimited recycling and yard trimming collection and processing; unlimited junk pickups; processing of garbage to remove recyclables and organics/food waste for composting; single-family motor oil and oil filter on-demand collection; and landfill costs. Rates also cover City Call Center staffing, billing and payment services, program administration and customer outreach.

**Why are we having another rate change again this year? Didn't we just have a rate change last year?**

Rates cover the costs of providing the service, which typically increase each year due to annual cost-of-living increases for the solid waste agreements (in addition to other factors).

**How much have rates changed in the last few years?**

In the last three years, single-family dwelling (SFD) rates have increased by an average of 9.6 %. See Table 3 for more information.

**Table 3 – Single-Family Historical Rate Changes**

<b>Fiscal Years</b>	<b>32-Gallon Rate</b>	<b>Percentage Increase</b>
FY 2023-24	\$51.40	4%
FY 2022-23	\$49.43	8%
FY 2021-22	\$45.77	17%
FY 2020-21	\$39.12	9%
FY 2019-20	\$35.89	5%
FY 2018-19	\$34.19	3%

In the last three years, multi-family dwelling (MFD) rates have increased by an average of 4.3 %. See Table 4 for more information.

**Table 4 – Multi-Family Historical Rate Changes**

<b>Fiscal Years</b>	<b>1CY bin, 1x weekly Rate</b>	<b>Percentage Increase</b>
FY 2023-24	\$149.48	2%
FY 2022-23	\$146.55	4%
FY 2021-22	\$140.92	7%
FY 2020-21	\$131.71	5%
FY 2019-20	\$125.44	7%
FY 2018-19	\$117.13	0%

**How do San José rates compare to the other cities?**

Services included in the garbage and recycling rates vary from city to city. Unique to San José, residential services include unlimited recycling and yard trimmings collection, unlimited junk pickup collections, and used oil collection. Tables 5 and 6 provides a comparison of single-family and multi-family garbage and recycling rates to other cities in the Bay Area with similar service level.

**Table 5 – Single-Family, 32-Gallon Rate Comparisons**

<b>Regional Jurisdictions</b>	<b>Monthly Rate*</b>
San Francisco	\$47.50
Oakland	\$58.77
Santa Clara	\$49.12
<b>San José (Proposed for 2024-25)</b>	<b>\$54.48</b>
Palo Alto	\$50.07
<b>San José (Current)</b>	<b>\$51.40</b>
Fremont	\$46.84
Sunnyvale	\$44.64
Hayward	\$44.22

\*Excludes rate increases for 2024-25 from other jurisdictions that are not yet known but anticipated

**Table 6 – Multi-Family, 3-Cubic Yard Bin Rate (with 1x weekly collection) Comparisons**

<b>Regional Jurisdictions</b>	<b>Monthly Rate*</b>
San Francisco	\$774.26
Oakland	\$978.42
Santa Clara	\$1,008.57
<b>San José (Proposed for 2024-25)</b>	<b>\$312.86</b>
Palo Alto	\$786.96
<b>San José (Current)</b>	<b>\$303.75</b>
Fremont	\$762.28
Sunnyvale	\$963.40
Hayward	\$746.42

\*Excludes rate increases for 2024-25 from other jurisdictions that are not yet known but anticipated

**Would all garbage and recycling service fees change?**

No. There are no proposed changes to the Pickup of Contaminated Recycling Cart rate, the Lost, Stolen or Abused Cart Rates, or the Extra Garbage Sticker rate for FY 2024-25.

**Will there be another rate change next year, too?**

Possibly. The need for rate adjustments is evaluated each year and depends on a number of factors such as contractual costs increase.

**How is On-Premises Collection affected?**

Residents who subscribe to On-Premises Collection Service would see monthly fees increase by up to 6%. The current on-premises collection charge is \$156.15 per month for a 32-gallon garbage cart service level and would increase up to \$9.36 per month in FY 2024-25. See Table 7 below for how this affects total service rates. Rates are calculated by adding the On-Premises Collection Service fee to the basic garbage cart size rate.

**Table 7 - Single-Family On-Premises Collection Service Rates**

Garbage Cart Size	Current Monthly Rate	Proposed Monthly Rate	Proposed Monthly Rate Increase	Proposed Annual Rate
32-Gallon	\$156.15	\$165.51	\$9.36	\$1,986.12
64-Gallon	\$207.55	\$219.99	\$12.44	\$2,639.88
96-Gallon	\$258.95	\$258.95	\$15.52	\$3,107.4

**How do I submit a rate protest?**

Submit written protests to the Office of the City Clerk in the form of a letter, fax, or email prior to the close of the public hearing on June 4, 2024. You must indicate the Assessor’s Parcel Number(s) of the property(ies) you own that are subject to the proposed rate adjustment. The parcel number is printed on the front panel of the rate notice. If there is a majority protest, the increase will not be adopted.

Mail, fax or email your written protests to:

Mail	Fax	Email
Residential Garbage and Recycling Rate Change City of San José – Office of the City Clerk 200 E. Santa Clara St. Tower 14 <sup>th</sup> Floor San José, CA 95113-1905	(408) 292-6207 Residential Garbage and Recycling Rate Change	<a href="mailto:RPRateProtest@sanjoseca.gov">RPRateProtest@sanjoseca.gov</a>

The Council Meeting will begin at 1:30 p.m. in the City Council Chambers at City Hall at 200 East Santa Clara Street, San José. Up to date information on hearings will be posted online on the City Council Agenda for the meeting. City Council meetings may be attended in-person and viewed streaming through [SanJoseCA.gov/CivicCenterTV](http://SanJoseCA.gov/CivicCenterTV).

**ECONOMY QUESTIONS**

**Why change rates now?**

Rate changes are needed to make garbage and recycling services self-supporting, so that taxpayer funds will not

have to be diverted from other important needs. A rate change would support contractual cost increases, including annual cost of living adjustments for expenses such as fuel and labor.

**Will money from solid waste rates be used for other projects elsewhere in the City?**

Your garbage rates pay only for garbage and recycling services, junk pickups, yard trimmings, motor oil and oil filter recycling, and composting programs. The funds that are used for garbage and recycling services, and those used for capital projects such as buildings or park development are not interchangeable. Rate increases and cost management bring the garbage and recycling program to cost-recovery.

**CART QUESTIONS**

**What if I want to downsize my current garbage service to save money?**

If you are able to consistently recycle more items and/or generate less household garbage, you may be able to reduce your garbage cart size. However, you must be sure that your garbage cart lid closes fully for collection. If it does not, you will have to purchase Extra Garbage Stickers, which cost \$6.25 each. Extra Garbage Stickers may be purchased at all San José libraries, Lucky and Safeway stores or at the cashier window on the first floor of San José City Hall.

**Can I share a cart with my neighbor to save on the garbage and recycling costs?**

No. Shared service is not available for detached single-family properties. ([Title 9, Chapter 9.10.455 of the Municipal Code](#)).

**SERVICE QUESTIONS**

**Can I cancel my garbage service?**

The City Municipal Code requires mandatory weekly garbage service to protect public health and safety; garbage service cannot be cancelled. The City maintains an exclusive system to monitor service provision, which keeps costs down and ensures quality services citywide to protect public health. Mandatory service minimizes illegal dumping.

**I'm a property manager of an apartment complex. How can I encourage residents to recycle better or cut down on our garbage service fees?**

Call GreenTeam of San José, the garbage and recycling service provider for your complex, and ask them to schedule an assessment of your garbage service needs. They also can provide bin and dumpster labels, and enclosure posters to help residents do a better job. Their phone number is (408) 282-4400.

**How can I find recycle right information and increase clean, recyclable materials to keep costs low?**

Visit [SanJoseRecycles.org](http://SanJoseRecycles.org) to find over 400 items from a searchable database as well as downloadable reference guides. This website is also available in Spanish at [SanJoseRecicla.org](http://SanJoseRecicla.org) and in Vietnamese at [SanJoseTaiChe.org](http://SanJoseTaiChe.org)

**How can I obtain this information in other formats and languages?**

This information is available in multiple languages by clicking on the appropriate links on [SanJoseCA.gov/RateNotices](https://SanJoseCA.gov/RateNotices), or in alternative formats such as braille, large print, audiotape, or flash drive by calling (408) 535-3500 (voice) or (800) 735-2929 (California Relay).

**PILOT QUESTIONS**

**I'm a participant of the Larger Garbage Cart Pilot/Study. How will the rate increase impact my service rate? Will I be charged for the larger cart size at the new rate?**

The annual rate change is only applied to your standard service level on file with the City and your service provider. You will not be charged for the rate of the larger cart, since you are a participant of the study. You can keep your larger cart for the full duration of the study and only be billed for your standard service level plus any annual rate changes that apply to that specific service level. Visit [SJEnvironment.org/Larger-Cart-Study](https://SJEnvironment.org/Larger-Cart-Study) for more information.