

Recycle Plus Services

Environmental Services Department

Zero Waste San José

Residential Services

- Garbage
- Recycling and Used Oil
- Yard Trimmings
- Street Sweeping
- Large Item Collection (furniture, appliances)
- Neighborhood Clean Ups
- Household Hazardous Waste
- Service Rates Drive Recycling



Recycle Plus Rate Notice

- Notice to be Mailed to 205,000 Property Owners
- Majority Must Send Written Protest Within 45 Days to Stop Increase
- Notice Increases:

	FY 07-08	FY 08-09	FY 09-10
Maximum Single-Family Increase	29%	10%	10%
Maximum Multi-Family Increase	10%	10%	10%

Recycle Plus Rate Notice

- Single-Family Rate Comparison

32-Gallon Garbage Service	Monthly Rate
Current Rate	\$20.15
With 29% Increase	\$25.99
County Average	\$24.09

Recycle Plus Rate Notice

Effective July 1, 2007

- 29% Maximum Single-Family Increase
 - Contract Expenditures 26.5%
 - IBS/Call Center Expenditures 1.5%
 - E&US CSA Expenditures 0.75%

- 10% Maximum Multi-Family Increase

IBS: Return on Investment

- Increased System Accuracy/Efficiency
- Billing Improvements
- Hauler Payment Accuracy
- Final Rate Analysis will include these benefits

Realized Benefits of IBS

- Consolidated Organizational Structure
- One Stop Functionality Provided by CSRs
- Near “Real Time” Exchange of Information
- Enhanced Customer Service Options



Customer Service
Online

Rate Notice Timeline

Rate Increase Timeline	Date
Rate notice report presented to Transportation and Environment Committee	February 22nd
Rate notice recommendation to City Council	March 6th
Rate notice mailing begins	March 16th
45-day Proposition 218 protest period begins	March 24th
Public hearing / Rate recommendation to City Council	May 8th
New rates appear on Recycle Plus bills	June 1st
Rates effective	July 1st

Ratepayer Outreach

- Mailing to property owners by March 23, 2007
- Invitation to Public Hearing – May 8, 2007
- Protests submitted within 45 days
- Call center staff training
- June bill inserts

Final Recycle Plus Rates

- Analysis included in May 2007 Rate Recommendation:
 - Current IBS Revenue Projections
 - Current Expenditure Analysis
 - Including Hauler Payments
 - 2007-2008 Proposed Budget Impacts

Transition Update

- Trucks and Equipment
- Worker Retention
- Facility Permitting
- Public Outreach
- Milestones and Contingencies

