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NEIGHBORHOOD SERVICES
DEPARTMENT

CITY OF SACRAMENTO
CALIFORNIA

812 TENTH STREET
SACRAMENTO, CA
95814-2694

NEIGHBORHOOD IMPROVEMENT
DIVISION

916-264-5948

September 22, 1993

Neighborhood and Public Safety Issues Committee
Sacramento, California

Honorable Members In Session:

SUBJECT: Illegal Dumping

LOCATION AND COUNCIL DISTRICT

Citywide.

RECOMMENDATION

This report recommends changing existing procedures for citizens to report acts of illegal dumping.

CONTACT PERSON

Patrick Smith, Administrative Analyst II, 264-7029

FOR COMMITTEE MEETING OF:

October 7, 1993

SUMMARY

This report outlines the revised procedures for reporting illegal dumping of junk, debris, and rubbish. The new process streamlines and simplifies reporting procedures for citizens when reporting illegal dumping, whether it be "in progress" or had occurred at an earlier time.

STAFF RECOMMENDATIONS

It is the recommendation of staff that the committee approves these new procedures for the reporting of illegal dumping.

BACKGROUND INFORMATION

Currently, three separate City departments are involved in handling reports of illegal dumping. The Police Department handles primarily "in progress" dumping complaints. The Public Works Department, Solid Waste Division handles dumping complaints when there is witness information and a reward is requested. The Neighborhood Improvement Division gets involved when there is no witness information and the citizen just wants the trash cleaned up. The current system is cumbersome and confusing to the citizen.

RECOMMENDED NEW PROCEDURE

1. One Telephone Number will be available for citizens to report illegal dumping day and night.
2. The Neighborhood Improvement Division will answer all calls during normal working hours.
 - a. Follow-up investigation will be done by Code Enforcement Officers.
 - b. All complaint information regarding "prior dumping" and interest in the reward will be taken by Neighborhood Improvement. These reports will subsequently be referred to Solid Waste Division staff for follow up calls to the citizen as well as administration of the reward.
 - c. Calls regarding dumped material requiring cleanup will be taken by the Neighborhood Improvement Division. These requests for clean up will be referred to the Solid Waste Division clean up team.
3. Citizens may still call the designated "One Phone Number" after hours, weekends, and holidays. A recorded message will:
 - a. Accept all other dumping complaints by recorded message, also accessed by touch tone. Specific information as to location, description, etc. may be given over the telephone. The citizen will be advised that a staff person will be calling them as soon as possible. These complaints will be referred to the Solid Waste Division for follow up.

ADDITIONAL STRATEGIES

Whereas the increase of the reward from \$25 to \$500 was intended to encourage the reporting of illegal dumping and thus attempt to help curtail some dumping, other actions may be possible to help reduce or eliminate dumping locations.

Neighborhood Improvement, Solid Waste, and Police Department staff will work together to identify those common "hot spots", and to develop anti-dumping actions. These may include posting of signs, recommendations of fencing or lighting, and requests for occasional Police patrols at extremely active dumping locations.

IMPLEMENTATION

Once this procedural concept is approved, staff will proceed to initiate those necessary telephone line and recording changes and to develop the One Phone Number and Procedures for the Reporting of Illegal Dumping.

FINANCIAL CONSIDERATIONS

If approved, this report would require one additional phone line and the voice mail feature for that line. It is anticipated the annual cost would not exceed \$300 (Three Hundred Dollars) annually. The cost would be covered as part of the existing Neighborhood Improvement budget.

This report contains no request for any increase in the adopted budget at this time. However, dependent on how great the response to the increased access, this process could generate the need for additional clerical help in the future.

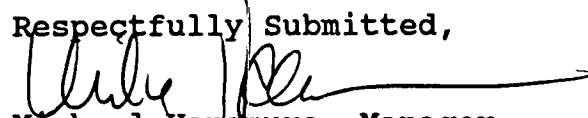
POLICY CONSIDERATIONS

This report is consistent with the City Council and this Council Committee's commitment to improving customer service and easing citizens ability to effectively deal with City government.

MBE/WBE

Not applicable.

Respectfully Submitted,


Michael Hanamura, Manager
Neighborhood Improvement Div.

APPROVED FOR COMMITTEE ACTION:


David Martinez
Deputy City Manager