



City of Long Beach

Working Together to Serve

Memorandum

Date: August 31, 2015

To: Patrick H. West, City Manager *FHW*

From: Ara Maloyan, P.E., Director of Public Works *AM*

For: Mayor and Members of the City Council

Subject: Illegal Dumping and Scheduled Bulky Item Collection

The Los Angeles Times recently ran a couple of articles about the poor response Los Angeles residents were receiving from City sanitation crews with regard to their requests to remove illegal refuse from sidewalks and alleyways (see attached). I would like to take this opportunity to assure you that the City of Long Beach is far more successful, and equitable, in its efforts to remove refuse and debris from all of our neighborhoods and corridors.

The Department of Public Works' Environmental Service Bureau (ESB) has a 100 percent response rate to requests received for oversized item collection – both illegally dumped and customer scheduled. Through the past 10 months of the current fiscal year (October 1 to July 31), staff responded to 25,538 bulky item requests, consisting of 11,288 illegally dumped items and 14,250 scheduled bulky item pickups. The majority of these requests (64 percent) were completed within one week, with the remainder being completed within two weeks. This response rate is expected to improve as vacancies are filled, and the "Clean Teams" proposed by the Mayor for implementation in FY 16 come on line.

The attached summary provides additional details regarding the City's response to illegal dumping and oversized item collection.

Please let me know if I can provide you with additional information.

AM:dm

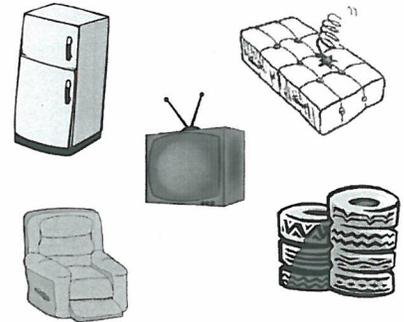
Attachments

ILLEGALLY DUMPED AND SCHEDULED OVERSIZED ITEM COLLECTION

DEPARTMENT OF PUBLIC WORKS AUGUST 2015

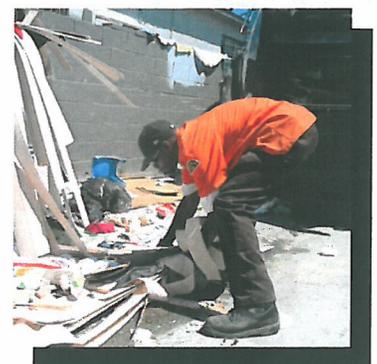
Collection Operations

The City of Long Beach Environmental Service Bureau (ESB) responds to approximately 13,500 illegally dump item requests and 17,000 scheduled oversized item (or special collection) requests each year. Illegally dumped items can be just about anything, old mattress, a non-operational appliance, or perhaps a collection of assorted debris. Scheduled bulky items are things that homeowners want to discard and may include furniture and appliances, but also excess trash or yard waste, electronic waste, tires, etc.



For both illegally dumped items and special collection requests, the City must route different trucks for different needs. For example, electronic waste, appliances, and tires may not be collected with a standard refuse vehicle and must be handled separately. The City's mobile workforce management system assigns incoming requests to the appropriate crews. The system recognizes addresses with geographic zones and assigns collections accordingly. This helps maximize efficiency.

The majority (64%) of requests for illegally dumped items are completed within one week of submittal, with the remainder being completed within two weeks. For special collections, every effort is made to schedule these requests within one week, or on the resident's next collection day. Staff is always working to improve the response time for both types of requests.



It is also worth noting that, each year, ESB crews conduct approximately 250 alley cleanups, some of which are held in conjunction with City Council offices. These cleanups benefit from the assistance of Community Service Workers throughout the week and from neighborhood and Council Office volunteers on Saturdays.

HOW TO REPORT ILLEGALLY DUMPED ITEMS



Refuse Hotline (562) 570-2876



Go Long Beach Mobile App: New Issue, Illegally Dumped Item



ESB website: www.longbeach-recycles.org, Illegal Disposal Report

HOW TO REQUEST A SPECIAL COLLECTION (OVERSIZED ITEM)



Refuse Hotline (562) 570-2876



ESB website: www.longbeach-recycles.org, Special Refuse Collection Request