



# City of Sunnyvale

## Agenda Item

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15-0901

Agenda Date: 1/29/2016

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### 2016 COUNCIL STUDY ISSUE

#### **NUMBER**

CDD 16-02

**TITLE** Concierge Trash Service

#### **BACKGROUND**

**Lead Department:** Community Development  
**Support Department(s):** Environmental Services

#### **Sponsor(s):**

Board/Commission: Planning Commission

#### **History:**

1 year ago: N/A

2 years ago: N/A

#### **SCOPE OF THE STUDY**

##### **What are the key elements of the study?**

Municipal Code Section 19.38.030(e)1(K) requires that recycling and solid waste enclosures be located no further than 150 feet from any dwelling unit unless otherwise approved by the Community Development Director. The intent of this provision is to provide convenient access to recycling and solid waste collection containers for multi-family residents. The distance requirement is sometimes waived by the Director to address design issues in unusual multi-family development site layouts.

The Planning Commission recently reviewed a multi-family residential project proposing a trash collection service called “concierge service.” Concierge service, provided by the company managing operation of a multi-family project, eliminates or limits resident access to the centralized enclosures required by the Code. Instead, the subject project proposes to use its employees or a contractor to pick up each household’s trash and recyclables in bags at the doorstep. If this type of concierge service allows a site layout with fewer trash enclosures, it can simplify the trash pick-up by the refuse collector since it would need to visit fewer places on site, and would be more convenient for residents.

The concerns include frequency of service to ensure prompt and adequate collection of the trash and the long-term viability of providing the service. If the management company quit providing the service, the site layout is already fixed and cannot easily be converted to be Code-compliant. Other concerns are whether allowing concierge service will hamper City implementation of the Zero Waste Strategic Plan. For example, achieving the Council-established goal of 75% diversion is likely to require residents to sort their food waste (the largest remaining component of the residential waste stream) so that it can be collected separately. Recent staff experience with a pilot residential

collection program for food waste has shown a need for frequent and detailed feedback to individual households. The study would include an evaluation of private parties providing concierge service to determine if they may be unable or unwilling to provide the close observation and management necessary for achievement of the City's Zero Waste goals.

This study would review when and where concierge services would be appropriate and how to ensure the service is available and effective in meeting City goals throughout the future. The study issue would consider revisions to the City's existing trash enclosure standards and guidelines to include standards for access and the physical and operational requirements of concierge service.

Recently (after concierge service was approved by Planning Commission for a site on Evelyn), the California Air Resources Board (CARB) established new standards that will prohibit or severely restrict the disposal of organics in landfills. This new standard may require a dramatically different approach to engage residents in the details of separating organics in the waste stream.

### **What precipitated this study?**

Recent proposals by multi-family residential developers as a way to decrease the amount of area devoted to solid waste and recycling storage and collection. At the time of preparation of this study issue paper there is another application pending with a request for concierge service.

**Planned Completion Year: 2016**

### **FISCAL IMPACT**

#### **Cost to Conduct Study**

Level of staff effort required (opportunity cost): Moderate

Amount of funding above current budget required: \$0

Funding Source: N/A

Explanation of Cost: N/A

#### **Cost to Implement Study Results**

No cost to implement.

### **EXPECTED PARTICIPATION IN THE PROCESS**

Council-approved work plan: No

Council Study Session: No

Reviewed by Boards/Commissions: Planning Commission, Sustainability Commission

### **STAFF RECOMMENDATION**

**Position:** Defer

**Explanation:** Staff is concerned that concierge services may face challenges for compliance with CARB and other regulatory standards. Staff recommends deferral of any study of solid waste and recycling collection or disposal pending a better understanding of how the pilot project with the concierge trash service functions and what the recent CARB requirements may mean in terms of the total solid waste and recycling services provided in Sunnyvale. If other projects request concierge

trash service they can be considered on a case by case basis or may not be permitted until a further understanding of the implications of this option.

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Reviewed By: John Stufflebean, Director, Environmental Services Department

Reviewed by: Kent Steffens, Assistant City Manager

Approved By: Deanna J. Santana, City Manager