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DEPARTMENT OF  
PUBLIC WORKS  
SOLID WASTE DIVISION

CITY OF SACRAMENTO  
CALIFORNIA

921 TENTH STREET  
SUITE 500  
SACRAMENTO, CA  
95811-2715

ADMINISTRATION  
PHONE 916-264-7015  
FAX 916-264-7771

CUSTOMER SERVICE  
PHONE 916-264-5757

March 31, 1998

**MEMORANDUM**

To: Mayor and members of the City Council  
From: Reina J. Schwartz, Solid Waste Manager  
Re: Outreach for Solid Waste Re-Route

In response to the questions raised at the afternoon City Council meeting today, please find attached a copy of the promotional materials currently being delivered to City residents alerting them to their new garbage, garden refuse, recycling and street sweeping days. The vast majority of City residents will receive a door hanger and recycling schedule magnet by Friday April 3<sup>rd</sup>, and all residents will receive their door hangers by Sunday April 5<sup>th</sup>. As you know, the new collection schedules begin on Monday April 6, 1998.

There are a few areas of the City where residents will not be receiving a door hanger, but will be receiving instead an informational post card or flyer. These exception areas include:

1. The portions of downtown, midtown and Oak Park which currently have on-street parking restrictions from 8am to noon one day per week. These areas will see no change in their services and will be reminded of this by flyer or post card.
2. The Campus Commons area, which requires a special, smaller truck to provide service so their services will be split into two days even though the entire area is within one zone.

In addition to the outreach materials (attached), you each should have received by now a schedule of the additional customer service phone hours that will be provided by the Public Works Department's Solid Waste Division during the re-route transition.

If you have any questions regarding this matter, please contact me at 264-7195 or call our Customer Service section at 264-5757.

cc: Mike Kashiwagi, Director of Public Works  
David Martinez, Deputy City Manager  
William Edgar, City Manager



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March 27, 1998

**MEMORANDUM**

**TO:** CITY COUNCILMEMBERS  
CITY OPERATOR  
CITY MANAGERS OFFICE  
NEIGHBORHOOD SERVICES

**FROM:** Joyce Wolf, Office Supervisor, Solid Waste

**SUBJECT: OFFICE HOURS DURING RE-ROUTE**

Attached is a schedule of the anticipated office hours for our Customer Service section. Hopefully, this will provide the extra time to assist our customers during the beginning weeks of the re-route.

We are very excited about the change that is about to happen. We have tried to inform our customers as much as possible but we do realize that other City offices may be affected. If you receive a call from a confused or upset customer, please refer them to our office at 264-5757, so that we can best walk them through their collection days.

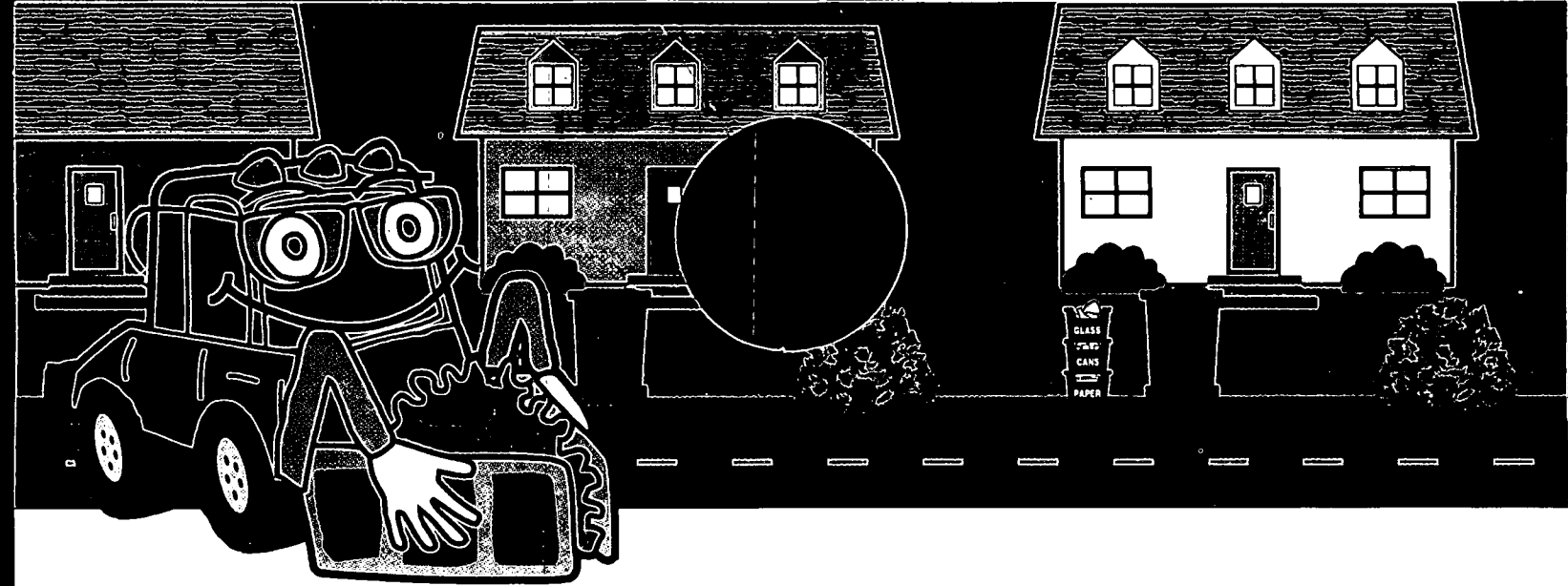
Thank you for your cooperation in this endeavor.

**SOLID WASTE  
CUSTOMER SERVICE  
PHONE HOURS DURING RE-ROUTE**

3/26/98

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
MARCH	30 HOLIDAY-	31  7:15 A.M.- 6:30 P.M.			
APRIL			1  7:15 A.M. - 6:30 P.M.	2  7:15 A.M. - 6:30 P.M.	3  7:15 A.M. - (11:45 -2:00 PHONES OFF) 6:30 P.M.
	6  7:15 A.M.- 6:30 P.M.	7  7:15 A.M.- 6:30 P.M.	8  7:15 A.M.- 6:30 P.M.	9  7:15 A.M.- 6:30 P.M.	10  7:15 A.M. - 6:30 P.M.
	13  7:15 A.M.- 6:30 P.M.	14  7:15 A.M.- 6:30 P.M.	15  7:15 A.M.- 6:30 P.M.	16  7:15 A.M.- 6:30 P.M.	17  7:15 A.M.- 6:30 P.M.
	20  7:30 A.M.- 6:00 P.M.	21  7:30 A.M.- 6:00 P.M.	22  7:30 A.M.- 6:00 P.M.	23  7:30 A.M.- 6:00 P.M.	24  7:30 A.M.- 6:00 P.M.
	27  7:30 A.M.- 5:00 P.M.	28  7:30 A.M.- 5:00 P.M.	29  7:30 A.M.- 5:00 P.M.	30  7:30 - 5:00 P.M.	
MAY					1  7:30 A.M.- 5:00 P.M.
	4  7:30 A.M.- 4:30 P.M.	5  7:30 A.M.- 4:30 P.M.	6  7:30 A.M.- 4:30 P.M.	7  7:30 A.M.- 4:30 P.M.	8  7:30 A.M.- 4:30 P.M.

- These are estimated time changes to help our customers during the initial period of the re-route.
- If little or no customer calls are coming at the later times then the **CITY OPERATOR** will be notified and I will cut off the phones. - Joyce Wolf, Office Sup. 264-5759



# The City of Sacramento is changing your waste collection days.

Why? To improve coordination of services!

Starting the week of  
April 6th we will be looking for  
your garbage and recycling on

**FRIDAY!**

Viernes

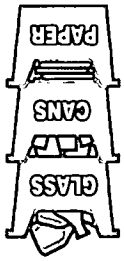


For the week of April 6th ONLY,  
you may place up to three bags of  
garbage next to your can.

# Your new Recycling schedule is inside this pocket!

 Printed on Recycled Paper

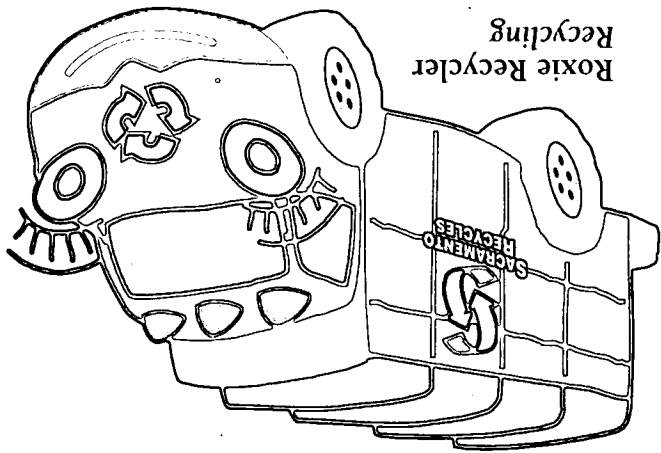
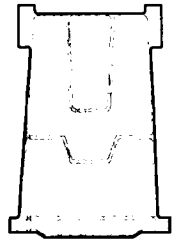
Please recycle!  
Place your bins  
4-5 feet from your  
garbage container.



Place garden refuse  
neatly at the curb  
but out of the gutter  
and away from  
drain inlets.

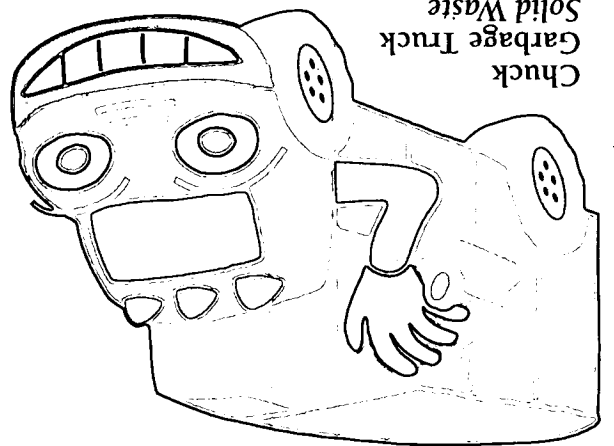


Make sure your  
garbage container  
is at the curb  
by 6 a.m.



Roxie Recycler  
Recycling

Garbage will be  
picked up on Friday  
and Recycling every  
other Friday.

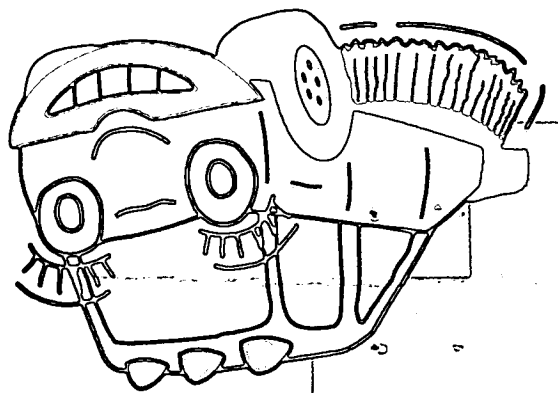


Chuck  
Garbage Truck  
Solid Waste

Remember: Your new  
garbage and recycling day is  
Friday!

For more information,  
call 264-5757

Sally Sweeper  
Street Cleaning



Street Sweeping  
will be Thursday  
(once a month).

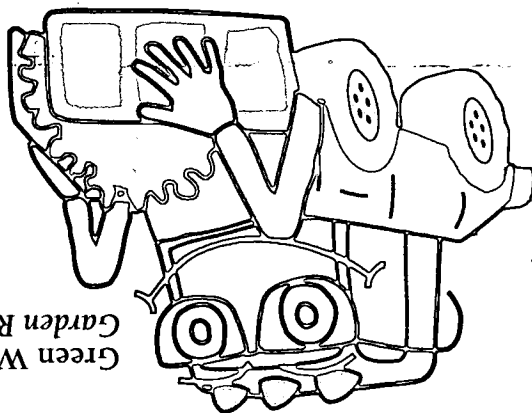
Ready!

Reroute

Trucks to be

Tips from the

Garden Refuse  
will be picked  
up on Wednesday.



Green Waste Gus  
Garden Refuse