



Rate Payer Advocate San Francisco



Our Role

- ▶ Increase awareness in the community about the refuse rate application and the approval process through citywide outreach.
- ▶ Encourage community members to voice their input at formal hearings or through contacting us.
- ▶ Represent the public's interest and ensuring their concerns are addressed at the hearings.



Outreach Methods

- ▶ Community presentations
 - ▶ Neighborhood and homeowner associations
 - ▶ Community advisory groups
 - ▶ Neighborhood centers
 - ▶ Community based organizations
 - ▶ Police precinct based community meetings
- ▶ Multilingual advocacy
- ▶ Print media
- ▶ Social media
- ▶ Community newsletters
- ▶ Email blast to individual residents and organized groups



Outreach Update

- ▶ We have provided community presentations throughout all 11 Districts in San Francisco
- ▶ We have completed 36 presentations and have scheduled and additional 15
- ▶ We have notified and outreached to over 140 community organizations, neighborhood groups, merchant associations, and other organized groups.



Most Common Themes and Feedback

- ▶ Bin size and minimum pick-up requirements
- ▶ Disproportional impact to seniors and fixed incomes
- ▶ Enforcement of current policies/dissatisfied with current service
- ▶ General increase to cost of living
- ▶ Frequency and amounts of rate increases



Most Common Themes and Feedback, Cont.

- ▶ Questions of profit/revenue vs. real labor costs
- ▶ Prevention of theft/loss of CRV funds
- ▶ How outreach and engagement will help, particularly with multi-unit residences and condos
- ▶ Questions of how the increase will affect businesses
- ▶ Questions about new types of recycling as well as the infrastructure that will provide it



Public Input

- ▶ Website

Ratepayeradvocatesf.org

- ▶ Email

info@ratepayeradvocatesf.org

- ▶ Phone

(415) 324-8477

- ▶ Mail

1485 Bayshore Blvd, Ste 201, SF 94124

Director's Hearings



Provide Your Input!

Recology has filed an application to adjust refuse (garbage) rates.

The Ratepayer Advocate ensures the public is heard and helps represent your interests at Director's hearings.

Attend these Public Works Director's Hearings or contact the [Ratepayer Advocate](http://www.ratepayeradvocatesf.org) to provide input:

First Hearing:

**March 8, 8:00am-12:00pm,
City Hall, Room 400**

Second Hearing:

**March 15, 8:00am-12:00pm,
City Hall, 400**

Third Hearing:

**March 22, 8:00am-12:00pm,
City Hall, 416**

Fourth Hearing:

**March 28, 8:00am-12:00pm,
City Hall, 416**

Fifth Hearing:

**April 19, 8:00am-11:00am,
City Hall, 400**

Sixth Hearing:

**April 26, 8:00am-12:00pm,
City Hall, 400**

Last Hearing:

**May 3, 8:00am-11:00am,
City Hall, 400**

For relevant dates, questions, & comments:
www.ratepayeradvocatesf.org or call (415) 324-8477