



2020 Neighborhood Clean-up Program Guidelines

Overview

The Neighborhood Clean-up Program works to make Spokane neighborhoods clean, safe, and healthy for all residents to live and thrive in. This program funds neighborhood clean-up and community-building opportunities as a partnership between the Office of Neighborhood Services (ONS) and Department of Solid Waste Collection.

We provide resources to Neighborhood Councils to take action and lead the charge against excess garbage and debris in their neighborhoods. Through volunteer-led events, the City of Spokane encourages neighbors to work together and help one another. In the process, neighbors can build stronger bonds and a sense of community pride. It can also serve as a springboard for deeper neighborhood participation.

The Neighborhood Clean-up Program supports the broader City of Spokane's actions to reduce property crime, beautify Spokane, and promote community resiliency.

Purpose

Qualified Neighborhood Councils, under SMC 4.27, may apply to ONS to receive clean-up credit for solid waste pickup and disposal services from the Department of Solid Waste Collection. ONS is responsible for directing and managing the clean-up funds and program administration, including the schedule of events, neighborhood communication, final approval of the neighborhood postcard, and budget tracking. Eligibility, terms and conditions, and approval for participation are set forth hereafter, PROVIDED, these Guidelines are approved by the Director of Neighborhood Services and the Director of Solid Waste Collection.

Program Contacts:

- **ONS Clean-up Program Administration:** Gabby Ryan, 509-625-6858, gryan@spokanecity.org,
- **Solid Waste Collection:** Bob Kaatz, Refuse District Supervisor, 509-742-0062, rkaatz@spokanecity.org

Key Dates & Deadlines

Date	Deadline
February 27, 2020	Application Workshop and Training
March 25, 2020	Deadline for Clean-up Program application
April 1, 2020	Last date for submitting spring event postcards
April 13, 2020	Start of spring clean-up events
June 24, 2020	All spring clean-up events must be completed
July 1-31, 2020	No clean-up events may be scheduled during this period
August 3, 2020	Reallocation figures will be provided to neighborhoods by ONS
August 10, 2020	Last date for submitting fall event postcards
October 24 – November 8, 2020	Last date to issue dump passes
October 31, 2020	No clean-up events may be scheduled after this date

Eligibility and Application

The Neighborhood Clean-up Program is funded by the rate-payers of City of Spokane Solid Waste Collection. As such, a principle of this program is that all rate-payers should be eligible to participate. Neighborhood Councils recognized by the Spokane City Charter are eligible for assistance under this program. **Each qualifying Neighborhood Council may apply for an initial clean-up project allocation credit value of \$7,500 at the beginning of the calendar year.**

Application Guidelines:

- Neighborhood Councils must submit a completed application to ONS with proposed clean-up event(s) for the entire program year by **March 25, 2020**.
- Approval of each Neighborhood Council's proposed event schedule shall be based on the availability of Solid Waste Collection funds, equipment, staff and the order in which applications are received. Neighborhood Councils are recommended to turn in their application early.
- Neighborhoods may select up to three Solid Waste-staffed waste collection events (curbside, large furniture, large appliance, recycling and roll-offs) for the program year. Prior program usage will be used to determine feasibility of events for neighborhoods. Dump passes have no event limit but will only be issued based upon the neighborhood's available funding.
- Changes to the application, including dates and types events, after **March 25, 2020** will be considered only on a case-by-case basis in consultation between ONS and Solid Waste Collection.
- If no application is received by the deadline, the Neighborhood Council will not be eligible for participation in the program and the remainder of funds will redistributed to other neighborhoods. There are no exceptions.
- No cash grant or other means of program funding is provided.

Notice: Areas of recent annexation may not be eligible to participate in this program.

Charges against the credit balance: Neighborhood clean-up allocation credits may only be used through Solid Waste Collection. Solid Waste Collection will provide equipment, hauling, and disposal services in accord with the last approved departmental rate resolution or pursuant to rates for specific services set by the Director of Solid Waste Collection.

Neighborhood Clean-Up Coordinator

Each Neighborhood Council that participates in the Clean-up Program must appoint a Neighborhood Clean-up Coordinator who will be responsible for maintaining primary communication with ONS and Solid Waste Collection for neighborhood clean-up projects. **Changes in the Neighborhood Clean-up Coordinator role must be communicated to ONS in writing.**

Duties of the Neighborhood Clean-up Coordinator include:

- Attend the annual application workshop and training to stay current on program guidelines.
- Submit a completed application to ONS by the application deadline.
- Serve as the primary point of contact for the Neighborhood Council on clean-up events.
- Respond to email and phone communication in a timely manner.
- Coordinate the development of neighborhood communications, including the neighborhood postcard with the ONS, Solid Waste Collection, and other appropriate City departments.

- Plan and facilitate clean-up projects, including distributing dump passes, registering residents for events, and other actions for the neighborhood clean-up event as necessary.
- Manage clean-up projects to stay within allocated clean-up budget.
- Make all reasonable efforts to ensure timely notification of clean-up events for eligible residents in the neighborhood.

Allocation Methodology

Each qualifying Neighborhood Council may apply for use of an initial clean-up project allocation credit value of **\$7,500** at the beginning of the program year. The project allocation is available only for services provided by Solid Waste Collection, and only for that current calendar year within the boundaries of that Neighborhood Council. This program is intended for residential clean-up only for use by citizens residing within the designated neighborhood boundaries.

Neighborhood Councils are cautioned that availability of additional allocation credits over \$7,500 should never be presumed when planning a clean-up project. Any funds not used or scheduled for project use by **June 24, 2020** shall revert to Solid Waste Collection's available pool of unused funds for reallocation. Any unused funds will be reallocated to each of the Neighborhood Councils participating in the program based on the initial application. **Unused clean-up credits will not be carried over from a previous year and no refunds are made of any unspent credit balance.**

ONS will notify the Neighborhood Council Clean-Up Coordinator of any reallocation of unused funds by August 3, 2020.

Neighborhood Council Responsibility for Clean-up Budget

Each Neighborhood Council through the Neighborhood Clean-up Coordinator is solely responsible for cost control. Events must be planned within the \$7,500 clean-up allocation credit. The Clean-up Coordinator must appropriately plan for clean-up events, and is encouraged to communicate with ONS and Solid Waste Collection to better plan events to stay within the allocated credits. Additionally, Solid Waste may deny clean-up events if it is not determined to be cost effective for staff. If a neighborhood council accrues a service bill of more than the granted amount, the neighborhood council may be responsible to pay any outstanding balance by the end of the calendar year to be eligible for further participation in this program. **Mismanagement of funds may be cause for disqualification in the Clean-up Program in future years.**

Neighborhood Postcard

- Each Neighborhood Council can utilize up to two neighborhood-wide mailings per year as part of the Clean-up Program (one in the spring and one in the fall). The Clean-up Coordinator is the primary contact for organizing the mailing of the postcards.
- The neighborhood postcard must include the NC's clean-up events and the NC's clean-up coordinator's contact info. NC's are encouraged to include other relevant neighborhood information including: neighborhood contacts, meeting dates and locations, upcoming neighborhood happenings, and other relevant neighborhood information.

- After the approval of the program application by ONS, Spring/Summer event postcards are due to ONS by the postcard deadline of April 1, 2020 or sooner—no exceptions. Fall event postcards are due to ONS by the postcard deadline of July 31, 2020 or sooner—no exceptions.
- Postcards must comply with the postcard template developed by ONS and Communications. The template will be provided to Clean-up Coordinators. All postcards must be approved by ONS and Solid Waste Collection before finalization.
- *Note: postcards require a minimum three week turnaround from when the final postcard is received and approved to when it can be mailed out by the City of Spokane. Neighborhood Services and Solid Waste are not responsible for postcards arriving late to residents if they were not received by the aforementioned deadlines.*

Non-Permitted Uses of Credit Balances; Cancellation of Program

This program is for neighborhood beautification and clean-up. It is not intended for commercial use or clean-up of commercial properties. The City's Solid Waste Collection Department will also not allow program funds to pay for outside (non-City) services such as hauling and labor. This program may be revoked at any time. Any unused credit balances would then be canceled.

Disclaimer

This policy or any action or approval undertaken pursuant thereto is not a contract, offer to contract, or any other commitment by the City of Spokane. This policy is subject to revocation or cancellation at any time with or without cause and without further notice. The Director of Solid Waste Collection has final authority to determine any disputes arising under this policy. This provision is pre-emptive and shall govern all others in case of ambiguity or conflict. Once a project has commenced, it will be completed as per the approved application and schedule.

Project Description

Curbside Collection

The Curbside Collection program is designed to achieve maximum availability for the neighborhood. Under this option, a rear-load packer truck drives throughout the neighborhood and collects whatever is presented on the curb within size and weight limitations as established by the Neighborhood Council, in cooperation with the Solid Waste Collection Dept. Volunteers may help load the truck, but because of insurance considerations, may not operate City equipment or ride in or on City provided equipment. This program is especially effective in areas with a high proportion of elderly citizens and residential properties. It is likely to have the most abuse or cost overruns due to the difficulty in regulating the amount of trash.

Administrative procedures and costs:

- Number of items allowed is established based on the budget and size of neighborhood
- An hourly fee of \$145.88 is charged, which pays for the truck and 2 crewmembers
- Disposal fees are \$110.65 per ton charged at the Waste to Energy facility
- This option is for small items only. Different vehicles and a larger crew would be needed for a large appliance or large furniture pickup
- Weekday collection is preferred, but the Department may provide employees and equipment on the weekend at overtime costs
- Curbside Collection will not be scheduled on the same day as the neighborhood's regular garbage pickup
- No curbside pickups should be scheduled on Mondays
- In addition to Mondays, there will be no curbside pickups on May 26th, September 8th, and Wednesdays in October

Neighborhood Postcard:

- The following is **required text** to be included on the postcard:
 - The City reserves the right to refuse to haul anything considered dangerous, hazardous, toxic, corrosive, or reactive including but not limited to items that contain Freon, fluorescent lighting tubing, compact fluorescent light bulbs or any other mercury-containing lights, and paint.
 - Not accepted: items over 85 lbs, large appliances or oversized items, recyclable (big blue cart) materials, or batteries. Small appliances, such as microwaves, are OK, as are mattresses and box springs.
 - Electronics such as TVs, computers, monitors, DVD players and E-readers can be dropped off for free at Goodwill stores or other participants in the E-Cycle Washington program. Visit ecyclewashington.org or call 1-800-RECYCLE for more information.
 - Household items must be in standard 32-gallon cans, automated carts of any size, boxes, bags, or bundles. Any receptacle other than 32-gallon cans or automated carts may be considered trash, and requests for replacement will not be recognized.
 - Materials must be available on the curb for pickup by 7:00 AM the morning of the event, no exceptions. No items from inside yards, houses, in alleys or off of porches will be picked up.

Project Description

Large Appliance Pickup

The large appliance pickup program is for large items left on the curb. This option is limited to large appliances and “white goods,” and is an excellent way to get rid of old refrigerators, freezers, hot water heaters (drained), trash compactors, stoves, ovens, washing machines, dishwashers, air conditioners, BBQs, and other such large items. To ensure the safety of neighborhood children and animals, **doors & shelves must be removed** from refrigerators and freezers. There will be no pickups of any additional appliances after completion of the project.

Administrative procedures and costs:

- This event is by registration ONLY.
- The Clean-up Coordinator must provide a LEGIBLE list of registered addresses and types of appliances to ONS one week prior to the scheduled event
- Hourly labor cost is \$105.00, which pays for the truck and 2 crewmembers
- Disposal fee: \$110.65 per ton for garbage
- Tonnage is charged directly to the neighborhood fund at the Waste to Energy facility
- Regular work days only; no holidays or weekends
- Large Appliance Pickups may not occur on consecutive days
- Large Appliance Pickup will not be scheduled on the same day as the regular garbage pickup

Neighborhood Postcard:

- Do not publish the date of the large appliance pickup on the postcard. Instead, provide a cutoff date for residents to sign-up for the event. Communicate the date of the actual pickup only to those who sign up for the service.
- The following is **required text** to be included on the postcard:
 - The City reserves the right to refuse to haul anything considered dangerous, hazardous, toxic, corrosive, or reactive including but not limited to fluorescent lighting tubing, compact fluorescent light bulbs or any other mercury-containing lights, and paint.
 - This event is by registration only. (*Provide neighborhood specific details on registration.*)
 - Acceptable large appliances: old refrigerators and freezers, hot water heaters (drained), trash compactors, stoves, ovens, washing machines, dishwashers, air conditioners, BBQs, and other such large items. Doors & shelves must be removed from appliances.
 - Items must be at the curb, no exception. No items from inside yards, houses, in alleys or off of porches will be picked up.

Project Description

The Roll-off/Dumpster Container

Under this project, Solid Waste Collection provides large trash and green waste recycling roll-off/dumpster containers to allow residents to haul off old furniture, mattresses and other unsightly debris, clean their yards, and remove litter from the neighborhood. This an event-based project and has high potential to help build community among neighbors. A successful roll-off event involves getting dedicated volunteers together to manage the dumpsters and help neighbors get rid of excess garbage at a disposal location. Access to pickup trucks is useful for neighbors to transport materials to the dumpster. Roll-off containers can provide the best “bang for the buck”; however, it also has the greatest potential for abuse and drastic cost overruns. Small front load type dumpsters may be used in conjunction with roll off containers used in a clean green program.

Administrative procedures and costs:

- A special premises conditions/damage release form is required for this event type.
- A maximum of four 30-cubic yard roll-off containers are placed on private property. The Neighborhood Council may also elect to place two (2) 30 cubic yard containers for use in a Clean Green (yard waste) option, either in conjunction with the trash program (total of four containers) or as a separate function.
- Because an unattended container is a magnet for illicit dumpers, weekend programs are limited to one-day only events, and a Solid Waste Collection employee must be present.
- \$29.32 delivery per unit
- \$110.65 per ton dump fee for garbage; \$55.80 per ton for yard waste
- \$4.66 per day per container rental cost
- \$138.48 per haul fee
- All weekend events must have a Solid Waste Collection Department employee on the site, and overtime labor fees are billed.
- Containers may be filled only to the top rim; trash will fly out if the lids are not secure. Solid Waste Collection will not haul a container that is overfilled.
- A Damage Release Form specific to the location of container must be signed prior to delivery of container. Download the form here: <https://my.spokanecity.org/neighborhoods/programs/clean-up/>
- Containers must be placed on private property. **Street placement requires an obstruction permit.**
- City trucks need aprons or driveway access to any given area. “Jumping” curbs can damage equipment and curbing.
- Black Out dates are May 23rd, May 30th, June 27th, July 4th, September 5th, and September 12th.

Neighborhood Postcard:

- The following is **required text** to be included on the postcard:
 - The City reserves the right to refuse to haul anything considered dangerous, hazardous, toxic, corrosive, or reactive including but not limited to items that contain Freon, fluorescent lighting tubing, compact fluorescent light bulbs or any other mercury-containing lights, and paint.
 - Electronics like TVs, computers, monitors, DVD players and E-readers can be dropped off for free at Goodwill stores or other participants in the E-Cycle Washington program. Visit ecyclewashington.org or call 1-800-RECYCLE for more information.

Project Description

Dump Pass Program

The dump pass program is the easiest of all programs to administer, and can be utilized throughout the year. The Neighborhood Council sets the dollar value for the pass, which is then distributed to anyone living within the Neighborhood Council Boundaries. The citizens utilize their personal equipment to collect and transport the debris or trash to the Waste to Energy facility. Dump passes cannot be used at any other disposal facility. The customer must pay any amount above the listed dollar value before leaving the Waste to Energy facility. Neighbors may help neighbors with weekend clean-ups. The downside to this program is that it tends to miss the elderly and those most in need of help who often lack access to pickup trucks. Also, once the pass is issued, it's difficult to assure that the debris collected is from within the neighborhood area. The return rate on dump passes varies by neighborhood, but is on average about 40%, which may tie up funds from use in other programs.

Administrative procedures and costs:

- Cost of printing the pass
- Fixed Disposal cost as indicated on the pass, billed directly to the Neighborhood fund at the WTE facility
- Passes will be prepared by and available through the Office of Neighborhood & Planning Services. Minimum of two weeks advance notice to the Office is required.
- The pass program must be completed within the 15 day period specified in the project application. Unused passes expire at project end date. Any alteration of passes render them INVALID and WILL NOT be accepted at the Waste to Energy facility
- Passes will only be disbursed in the amount requested by the Neighborhood Council and allocated through the application process.
- Minimum pass amount will be \$20.00.
- All passes will be issued for one listed dollar value per pass program.
- Pass programs within the same neighborhood cannot overlap dates.

Project Description

Recycling

The recycling program is a best practices for neighborhoods to dispose of recyclable goods that are not accepted in the “big blue” cart. A roll off container may be requested for recycling and will cost the same as a roll-off except that it is possible to gain revenue that goes directly back to the neighborhood (not back to clean up program). There are also opportunities to recycle reusable items through organizations such as Goodwill, Union Gospel Mission, etc. Neighborhood Services can be a liaison to help the neighborhoods with planning these types of events. Recycling also includes Clean Green as well and needs to be specified as such on the application. E-waste can also be collected as part of the recycling program, but cannot be mixed with trash. A list of approved recyclable materials should be provided to residents before the collection event.

Administrative procedures and costs:

- \$29.32 delivery per unit
- \$4.66 per day per container rental cost
- \$138.48 per haul fee
- All weekend events must have a Solid Waste Collection Department employee on the site, and overtime labor fees are billed
- A Damage Release Form specific to the location of container must be signed prior to delivery of container
- Containers must be placed on private property. Street placement requires an obstruction permit
- City trucks need aprons or driveway access to any given area. “Jumping” curbs can damage equipment and curbing.
- The participating neighborhood must set up an account with a local recycling facility to ensure revenue from the clean-up event goes to the neighborhood. If not account is set up, recycling revenue is forfeited to the Solid Waste Collection Department.

Project Description

Large Furniture Pickup

The large furniture pickup program is for large items left on the curb. This option is limited to large furniture and is an excellent way to get rid of old bookshelves, tables, chairs, couches, entertainment centers, shelving, desks, and other such large items. To ensure the safety of neighborhood children and animals, **doors and shelving must be removed** from all items. There will be no pickups of any additional furniture after completion of the project.

Administrative procedures and costs:

- This event is by registration ONLY.
- The Clean-up Coordinator must provide a LEGIBLE list of registered addresses and types of furniture to ONS one week prior to the scheduled event
- Hourly labor cost is \$145.88, which pays for the truck and 2 crewmembers
- Disposal fee: \$110.65 per ton for garbage
- Tonnage is charged directly to the neighborhood fund at the Waste to Energy facility
- Regular work days only; no holidays or weekends
- Large Furniture Pickups may not occur on consecutive days
- Large Furniture Pickup will not be scheduled on the same day as the regular garbage pickup

Neighborhood Postcard:

- Do not publish the date of the large furniture pickup on the postcard. Instead, provide a cutoff date for residents to sign-up for the event. Communicate the date of the actual pickup only to those who sign up for the service.
- The following is **required text** to be included on the postcard:
 - The City reserves the right to refuse to haul anything considered dangerous, hazardous, toxic, corrosive, or reactive including but not limited to items that contain Freon, fluorescent lighting tubing, compact fluorescent light bulbs or any other mercury-containing lights, and paint.
 - This event is by registration only. (*Provide neighborhood specific details on registration.*)
 - Acceptable large furniture: bookshelves, tables, chairs, couches, entertainment centers, shelving, desks, and other such large items. Doors & shelves must be removed from furniture.
 - Items must be at the curb, no exception. No items from inside yards, houses, in alleys or off of porches will be picked up.