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Case Number: 24382

Status: Resolved

Tags:

Request Type: Complaint

Customer:

Location of Request:

 Lewis, Stephanie  
external customer  
10902 Wilkinson AVE  
Cupertino CA 95014  
7706561434  
Stephanielewis.1106@gmail.com

Facility: N/A

Preferred Contact Method: Email

Submitted By: Lewis, Stephanie  
customer

Primary Owner: Lee, Roger

Topic: Garbage>Garbage, Recycling, Compost (Public Works  
Department)

Secondary Owner: Donnelly, Cheri

Date/Time Created: 02/04/2015 20:23

Date/Time Closed: 02/19/2015 06:57

**Custom Fields**

\* internal custom field

**Original Request**

This complaint is regarding the 6 month trial of early Recology pickup. As is, collection services are extremely loud. Our small children, including our baby, are still asleep at this time. The extreme volume of the trucks will disrupt our household which is not acceptable. This pilot program suggests that residents will actually retrieve their cans from the street which is also not realistic nor can it be enforced. The streets in our community have sidewalks allowing for safe pathways for pedestrians and cyclists on their way to school.

**Customer Communications \***

From	Text	Date
Lee, Roger	<p>Send an Email TO: Stephanielewis.1106@gmail.com CC: BCC: Date: 02/19/2015 Subject: RE: City of Cupertino case number 24382</p> <p>Stephanie, The proposed pilot program to collect Recology containers at 6:00 A.M. on select streets near the Tri-School area will be considered by the City Council on March 3rd. The meeting will start at 6:45 P.M. at the Council Chambers located at 10350 Torre Avenue.</p> <p>All interested residents are invited to attend this meeting.</p> <p>Upon hearing all public comment, the City Council may direct staff to implement the pilot program as proposed, change the program, defer or stop the program or lastly, direct staff towards other options. Pending this direction, collection of your garbage, recyclables and organic containers will not change without additional notice.</p> <p>Roger Lee Assistant Director of Public Works 408-777-3350</p> <p>On 02/04/2015, Stephanie Lewis wrote:</p> <p>This complaint is regarding the 6 month trial of early Recology pickup. As is, collection services are extremely loud. Our small children, including our baby, are still asleep at this time. The extreme volume of the trucks will disrupt our household which is not acceptable. This pilot program suggests that residents will actually retrieve their cans from the street which is also not realistic nor can it be enforced. The streets in our community have sidewalks allowing for safe pathways for pedestrians and cyclists on their way to school.</p>	02/19/2015 06:57
Lee, Roger	<p>Send an Email TO: Stephanielewis.1106@gmail.com CC: BCC: Date: 02/05/2015 Subject: RE: City of Cupertino case number 24382</p> <p>Stephanie, Thank you for your comments. Agree that noise at that time of the morning is not good. As you point out, retrieving containers close to the 7:15am time is voluntary. Some will participate while others will not. The pilot program will either end or be changed if we find that educational outreach and participation is not effective in removing containers as potential obstructions.</p> <p>Roger Lee Assistant Director of Public Works 408-777-3350</p>	02/05/2015 07:18

On 02/04/2015, Stephanie Lewis wrote:

This complaint is regarding the 6 month trial of early Recology pickup. As is, collection services are extremely loud. Our small children, including our baby, are still asleep at this time. The extreme volume of the trucks will disrupt our household which is not acceptable. This pilot program suggests that residents will actually retrieve their cans from the street which is also not realistic nor can it be enforced. The streets in our community have sidewalks allowing for safe pathways for pedestrians and cyclists on their way to school.

auto notification Auto Case Notification Created  
TO: StephanieLewis.1106@gmail.com  
Date: 02/04/2015  
Subject: Thank you for contacting the City of Cupertino

02/04/2015 20:23

Dear Stephanie Lewis,

We received your Complaint of 02/04/2015, which has been assigned tracking number 24382. The City's policy is to respond within two working days.

If you need immediate assistance, please contact City Hall at 408-777-CITY (408-777-2489).

\* Customer Communications are visible on the customer's case status page.

## Internal Activity

### Internal Notes

No records for internal activities found

### Tasks

Close task Due Subject Assigned By Assigned To Status

## Case Contacts

Role	Name	Email	Phone
Primary Owner	Lee, Roger	rogerl@cupertino.org	408-777-3350
Secondary Owner	Donnelly, Cheri	cherid@cupertino.org	408-777-3242

## Attachments

No attachments found

## Activity History

Date	Event	Who	Description
02/19/2015 06:57	Change Status	Lee, Roger	Change status from: Pending to: Resolved
02/05/2015 07:18	Change Status	Lee, Roger	Change status from: New to: Pending
02/04/2015 20:23	Case Assignment Rule Used		Rule: Garbage > Garbage, Recycling, Compost

Case Number: 24381


Status: Resolved

Tags:

Request Type: Complaint

Customer:

Location of Request:

 Kimitsuka, Glen  
external customer  
11111 Bubba Road  
Cupertino CA 95014  
gkimitsuka@gmail.com

Facility: N/A

Preferred Contact Method: Email

Submitted By: Kimitsuka, Glen  
customer

Primary Owner: Lee, Roger

Topic: Garbage>Garbage, Recycling, Compost (Public Works  
Department)

Secondary Owner: Donnelly, Cheri

Date/Time Created: 02/04/2015 18:31

Date/Time Closed: 02/19/2015 06:56

### Custom Fields

\* internal custom field

## Original Request

Early Collection by Recology in Tri-School Area - Submit Your Comments

This idea is flawed. The percentage of people that will retrieve their containers before schools start will be very low and we have have put up with the truck noise at 6am?

## Customer Communications \*

From	Text	Date
Lee, Roger	<p>Send an Email TO: gkimitsuka@gmail.com CC: BCC: Date: 02/19/2015 Subject: RE: City of Cupertino case number 24381</p> <p>Glen, The proposed pilot program to collect Recology containers at 6:00 A.M. on select streets near the Tri-School area will be considered by the City Council on March 3rd. The meeting will start at 6:45 P.M. at the Council Chambers located at 10350 Torre Avenue.</p> <p>All interested residents are invited to attend this meeting.</p> <p>Upon hearing all public comment, the City Council may direct staff to implement the pilot program as proposed, change the program, defer or stop the program or lastly, direct staff towards other options. Pending this direction, collection of your garbage, recyclables and organic containers will not change without additional notice.</p> <p>Roger Lee Assistant Director of Public Works 408-777-3350</p>	02/19/2015 06:56
	<p>On 02/04/2015, Glen Kimitsuka wrote:</p> <p>Early Collection by Recology in Tri-School Area - Submit Your Comments</p> <p>This idea is flawed. The percentage of people that will retrieve their containers before schools start will be very low and we have have put up with the truck noise at 6am?</p>	
Lee, Roger	<p>Send an Email TO: gkimitsuka@gmail.com CC: BCC: Date: 02/05/2015 Subject: RE: City of Cupertino case number 24381</p> <p>Glen, Thank you for your comment. Retrieving containers close to the 7:15am time is voluntary. Some will participate while others will not. The pilot program will either end or be changed if we find that educational outreach and participation is not effective in removing containers as potential obstructions.</p> <p>Roger Lee Assistant Director of Public Works 408-777-3350</p>	02/05/2015 06:48
	<p>On 02/04/2015, Glen Kimitsuka wrote:</p> <p>Early Collection by Recology in Tri-School Area - Submit Your Comments</p> <p>This idea is flawed. The percentage of people that will retrieve their containers before schools start will be very low and we have have put up with the truck noise at 6am?</p>	
auto notification	<p>Auto Case Notification Created TO: gkimitsuka@gmail.com Date: 02/04/2015 Subject: Thank you for contacting the City of Cupertino</p> <p>Dear Glen Kimitsuka,</p> <p>We received your Complaint of 02/04/2015, which has been assigned tracking number 24381. The City's policy is to respond within two working days.</p> <p>If you need immediate assistance, please contact City Hall at 408-777-CITY (408-777-2489).</p>	02/04/2015 18:31

\* Customer Communications are visible on the customer's case status page.

## Internal Activity

### Internal Notes

No records for internal activities found

#### Tasks

*Cbse task Due Subject Assigned By Assigned To Status*

#### Case Contacts

<i>Role</i>	<i>Name</i>	<i>Email</i>	<i>Phone</i>
Primary Owner	Lee, Roger	rogerl@cupertino.org	408-777-3350
Secondary Owner	Donnelly, Cheri	cherid@cupertino.org	408-777-3242

#### Attachments

No attachments found

#### Activity History

<i>Date</i>	<i>Event</i>	<i>Who</i>	<i>Description</i>
02/19/2015 06:56	Change Status	Lee, Roger	Change status from: Pending to: Resolved
02/05/2015 06:48	Change Status	Lee, Roger	Change status from: New to: Pending
02/04/2015 18:31	Case Assignment Rule Used		Rule: Garbage > Garbage, Recycling, Compost

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Case Number: 24413

Status: Pending

Tags:

Request Type: Complaint

Customer: Comiso, Mark  
 external customer  
 Cupertino CA 95014-3255  
 mark@comiso.com

Location of Request:

Facility: N/A

Preferred Contact Method: Email

Submitted By: Comiso, Mark  
 customer

Primary Owner: Lee, Roger

Topic: Garbage>Garbage, Recycling, Compost (Public Works  
 Department)

Secondary Owner: Donnelly, Cheri

Date/Time Created: 02/13/2015 08:49

Date/Time Closed:

**Custom Fields**

\* internal custom field

**Original Request**

TERRIBLE idea of doing the 6am garbage pickup in the Tri-schools area !!!!

I am HORRIFIED that YOU - our city officials - think it is okay to simply send out a flier in the mail (which you know less than 3% of people will open) to let us know that such a negatively impactful thing is occurring.

- 1) Your logic is SOOOO flawed - people will NOT put their trashcans away by 7:15 if you pick them up early. 2-3% maybe, but that will NOT statistically change anything for the students!
- 2) You'll be awakening ENTIRE neighborhoods an hour earlier - EVERY week! To maybe get a 2-3% reduction in the number of bins on the street at school time. That makes NO sense.
- 3) Your test is CATEGORICALLY flawed! Whomever is in the Public Works Department that suggested this has ZERO understanding of program analysis and quite frankly, should be fired! Yes, strong words, but I feel STRONGLY that it is true! How can you run a test, that you SAY will "allow cyclists to travel in the bike lane without these potential obstructions" when for almost half of the proposed pilot time THE SCHOOLS WILL BE CLOSED (aka- after the beginning of June all 3 schools will be out for Summer vacation!) ABSOLUTELY flawed and thus whatever "data" anyone is collecting will be false against what your test hypothesis is (ie- cyclists being able to travel without potential obstructions ... the cyclists your supposedly trying to help WON'T be there!)
- 4) Changing of municipal code requires due notice and due public discussion. It's crazy that you feel it is okay to sneak a "6-month Pilot Program" in with merely a flier and only a half hearted suggestion that you "may" hold a hearing "if there is public concern" .. well, consider this PUBLIC CONCERN! And you sent the flier out only a week before the deadline for people to give notice like this. OUTRAGEOUS!
- 5) Do ANY of you as city counsel people live in the areas that will get awoken at 6am on their trash morning? I'm guessing NOT! Most people are sleeping at 6am! I DO NOT want to be awoken at 6am on Mondays and Tuesdays - because for me the street over from mine is pickup on Monday, mine is Tuesday, but the noise crashing noise of the trash trucks already wakes me up at 7am on both days. So it will not do so at 6am.

I am OUTRAGED!!

Since I AM your "public", I DEMAND that a hearing be had BEFORE this program is started! I'm guessing you already told the trash company it was ok to do this - I'm guessing you do so MONTHS ago! You should have asked the people it was impacting months ago and gotten their input.

This is simply OUTRAGEOUS, statistically invalid and while "legally" within the law, you KNOW in your hearts, that it's on the edge - hiding behind "legally ok" is cowardice!

You have my name and email ... While outraged, I am still open to discussion and dialog. Let's set a measurable goal and work to find a solution that works to achieve it, not at any groups expense. I think the idea of making a safe environment for kids to get to and from school is awesome, but running a flawed and statistically invalid pilot program for 6-months and awakening hundreds of residence early EVERY week, just does not seem to make any rational, realistic or logical sense.

**Customer Communications \***

From	Text	Date
Lee, Roger	<p>Send an Email            TO: mark@comiso.com            CC:            BCC:            Date: 02/13/2015            Subject: RE: City of Cupertino case number 24413</p> <p>Mr. Comiso,            A second notification will be mailed out early next week inviting affected residents to attend a public meeting to discuss this topic with the City Council in the month of March. The date has yet to be set but it will be either March 3 or 17. I will follow up directly with you and others that have submitted comments. The proposed pilot program will not be considered or implemented until after this meeting.</p> <p>Roger Lee            Assistant Director of Public Works            408-777-3350</p>	02/13/2015 11:20

On 02/13/2015, Mark Comiso wrote:

TERRIBLE idea of doing the 6am garbage pickup in the Tri-schools area !!!!

I am HORRIFIED that YOU - our city officials - think it is okay to simply send out a flier in the mail (which you know less than 3% of people will open) to let us know that such a negatively impactful thing is occurring.

- 1) Your logic is SOOOO flawed - people will NOT put their trashcans away by 7:15 if you pick them up early. 2-3% maybe, but that will NOT statistically change anything for the students!
- 2) You'll be awakening ENTIRE neighborhoods an hour earlier - EVERY week! To maybe get a 2-3% reduction in the number of bins on the street at school time. That makes NO sense.
- 3) Your test is CATEGORICALLY flawed! Whomever is in the Public Works Department that suggested this has ZERO understanding of program analysis and quite frankly, should be fired! Yes, strong words, but I feel STRONGLY that it is true! How can you run a test, that you SAY will "allow cyclists to travel in the bike lane without these potential obstructions" when for almost half of the proposed pilot time THE SCHOOLS WILL BE CLOSED (aka- after the beginning of June all 3 schools will be out for Summer vacation!) ABSOLUTELY flawed and thus whatever "data" anyone is collecting will be false against what your test hypothesis is (ie- cyclists being able to travel without potential obstructions ... the cyclists your supposedly trying to help WON'T be there!)
- 4) Changing of municipal code requires due notice and due public discussion. It's crazy that you feel it is okay to sneak a "6-month Pilot Program" in with merely a flier and only a half hearted suggestion that you "may" hold a hearing "if there is public concern" .. well, consider this PUBLIC CONCERN! And you sent the flier out only a week before the deadline for people to give notice like this. OUTRAGEOUS!
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You have my name and email ... While outraged, I am still open to discussion and dialog. Let's set a measurable goal and work to find a solution that works to achieve it, not at any groups expense. I think the idea of making a safe environment for kids to get to and from school is awesome, but running a flawed and statistically invalid pilot program for 6-months and awakening hundreds of residence early EVERY week, just does not seem to make any rational, realistic or logical sense.

auto notification Auto Case Notification Created  
TO: mark@comiso.com  
Date: 02/13/2015  
Subject: Thank you for contacting the City of Cupertino

02/13/2015 08:49

Dear Mark Comiso,

We received your Complaint of 02/13/2015, which has been assigned tracking number 24413. The City's policy is to respond within two working days.

If you need immediate assistance, please contact City Hall at 408-777-CITY (408-777-2489).

\* Customer Communications are visible on the customer's case status page.

## Internal Activity

### Internal Notes

No records for internal activities found

### Tasks

*Cbse task Due Subject Assigned By Assigned To Status*

## Case Contacts

Role	Name	Email	Phone
Primary Owner	Lee, Roger	rogerl@cupertino.org	408-777-3350
Secondary Owner	Donnelly, Cheri	cherid@cupertino.org	408-777-3242

## Attachments

No attachments found

## Activity History

Date	Event	Who	Description
02/13/2015 11:20	Change Status	Lee, Roger	Change status from: New to: Pending
02/13/2015 08:49	Case Assignment Rule Used		Rule: Garbage > Garbage, Recycling, Compost

Case Number: 24397

Tags:

Customer: Bangert, Steven  
external customer  
 10842 Wilkinson AVE  
Cupertino CA 95014  
4082558014  
steve@bangertfamily.com

Status: Pending

Request Type: Complaint

Location of Request:

Facility: N/A

Preferred Contact Method: Email

Submitted By: Bangert, Steven  
customer

Topic: Garbage>Garbage, Recycling, Compost (Public Works  
Department)

Primary Owner: Lee, Roger

Secondary Owner: Lee, Roger

Date/Time Created: 02/09/2015 10:11

Date/Time Closed:

#### Custom Fields

\* internal custom field

## Original Request

I want to state my opposition to the proposal for early garbage collection. People who live in the areas you suggest for early collection already a seriously impacted by the insane amount of vehicle traffic due to parents dropping off their kids for school. This proposal will do very little to help with the existing problems. Residents cars that a parked in the street pose a much larger hazard when you have the levels of traffic we experience. The problem is not garbage cans but people insisting on driving their kids to school. What a huge waste of time and resources! Has anyone ever given thought to a school bus? We truly have a serious traffic problem due to school dropoffs. You need to do something to address that problem. Trash cans are not the source of school children problems getting to school. Just out of curiosity is there any data to suggest trash cans are a problem? I find it hard to believe trash cans are anything like the hazard that occurs every wednesday when Kennedy and Monta Vista decide to coordinate their starting schedules so our streets become parking lots with students jumping out of car in the middle of traffic to get to class. Try attacking the real source of the problem instead of making life less pleasant for the residents.

Just what do you think will happen when a resident has a fire or heart attack on say Wednesday morning? It's past time something was done and trash cans is not any kind of solution.

## Customer Communications \*

From	Text	Date
Lee, Roger	<p>Send an Email TO: steve@bangertfamily.com CC: BCC: Date: 02/11/2015 Subject: RE: City of Cupertino case number 24397</p> <p>Mr. Bangert, Appreciate your observation and opinions. All that you noted contribute to potentially less than ideal conditions. All suggestions to improve are being considered. The objective of the early collection is to allow people to collect their containers and remove potential obstructions from the street. It is likely additional changes are needed as well.</p> <p>As comments continued to be received, it is likely that implementation of the pilot program will be deliberated at a future public meeting. If this occurs, I will contact you with the date and time. If you are not able to attend, I will make sure your comments are known.</p> <p>The pilot program will either end or be changed if we find that educational outreach and participation is not effective in meeting the objective of increased safety.</p> <p>Roger Lee Assistant Director of Public Works 408-777-3350</p>	02/11/2015 14:41
	<p>On 02/09/2015, Steven Bangert wrote:</p> <p>I want to state my opposition to the proposal for early garbage collection. People who live in the areas you suggest for early collection already a seriously impacted by the insane amount of vehicle traffic due to parents dropping off their kids for school. This proposal will do very little to help with the existing problems. Residents cars that a parked in the street pose a much larger hazard when you have the levels of traffic we experience. The problem is not garbage cans but people insisting on driving their kids to school. What a huge waste of time and resources! Has anyone ever given thought to a school bus? We truly have a serious traffic problem due to school dropoffs. You need to do something to address that problem. Trash cans are not the source of school children problems getting to school. Just out of curiosity is there any data to suggest trash cans are a problem? I find it hard to believe trash cans are anything like the hazard that occurs every wednesday when Kennedy and Monta Vista decide to coordinate their starting schedules so our streets become parking lots with students jumping out of car in the middle of traffic to get to class. Try attacking the real source of the problem instead of making life less pleasant for the residents.</p> <p>Just what do you think will happen when a resident has a fire or heart attack on say Wednesday morning? It's past time something was done and trash cans is not any kind of solution.</p>	
auto notification	<p>Auto Case Notification Created TO: steve@bangertfamily.com Date: 02/09/2015 Subject: Thank you for contacting the City of Cupertino</p> <p>Dear Steven Bangert,</p> <p>We received your Complaint of 02/09/2015, which has been assigned tracking number 24397. The City's policy is to respond within two working days.</p> <p>If you need immediate assistance, please contact City Hall at 408-777-CITY (408-777-2489).</p>	02/09/2015 10:11

\* Customer Communications are visible on the customer's case status page.

## Internal Activity

### Internal Notes

No records for internal activities found

### Tasks

Close task	Due	Subject	Assigned By	Assigned To	Status
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## Case Contacts

Role	Name	Email	Phone
Primary Owner	Lee, Roger	rogerl@cupertino.org	408-777-3350
Secondary Owner	Lee, Roger	rogerl@cupertino.org	408-777-3350
Past Owner	Donnelly, Cheri	cherid@cupertino.org	408-777-3242

## Attachments

No attachments found

## Activity History

Date	Event	Who	Description
02/11/2015 14:41	Change Status	Lee, Roger	Change status from: New to: Pending
02/09/2015 13:10	Reassign Secondary	Donnelly, Cheri	Secondary Owner reassigned from Donnelly, Cheri to Lee, Roger
02/09/2015 10:11	Case Assignment Rule Used		Rule: Garbage > Garbage, Recycling, Compost

Case Number: 24394

Status: Pending

Tags:

Request Type: Complaint

Customer:

Location of Request:



Maimon, Amotz  
external customer  
21895 Hyannisport DR  
Cupertino CA 95014  
4089739850  
amotzm@yahoo.com

Facility: N/A

Preferred Contact Method: Email

Submitted By: Maimon, Amotz  
customer

Primary Owner: Lee, Roger

Topic: Garbage>Garbage, Recycling, Compost (Public Works  
Department)

Secondary Owner: Donnelly, Cheri

Date/Time Created: 02/08/2015 15:56

Date/Time Closed:

## Custom Fields

\* internal custom field

## Original Request

Re: The city plan to start early garbage collection in our street.

We object to the plan. The garbage trucks are very noisy, and starting collection at 6 am will disrupt the sleep of any resident or child that don't have to wake up that early. We urge to city to find other solutions to the school traffic problem.

One option for the Kennedy - Monta Vista area is to move the collection day to Wednesday morning, when schools starts late. The collection can start at 7 am, and be done by the time school traffic rolls in. Another option is to collect on these streets at the end of the collection day, after school traffic is over.

Overall - the traffic itself is very disruptive to the residents in the area. The city could designate slightly more remote drop out areas such as the post office parking lot; and the kids could walk the last mile to school.

## Customer Communications \*

From	Text	Date
Lee, Roger	<p>Send an Email TO: amotzm@yahoo.com CC: BCC: Date: 02/09/2015 Subject: RE: City of Cupertino case number 24394</p> <p>Mr. Maimon, Appreciate your comments and suggestions. Each suggestion will be considered. You are correct that noise is an issue with the trucks on the street at 6:00am. The objective of the early collection is to allow people to collect their containers and remove potential obstructions from the street.</p> <p>The pilot program will either end or be changed if we find that educational outreach and participation is not effective in meeting the objective of increased safety.</p> <p>Roger Lee Assistant Director of Public Works 408-777-3350</p>	02/09/2015 07:37

On 02/08/2015, Amotz Maimon wrote:

Re: The city plan to start early garbage collection in our street.

We object to the plan. The garbage trucks are very noisy, and starting collection at 6 am will disrupt the sleep of any resident or child that don't have to wake up that early. We urge to city to find other solutions to the school traffic problem.

One option for the Kennedy - Monta Vista area is to move the collection day to Wednesday morning, when schools starts late. The collection can start at 7 am, and be done by the time school traffic rolls in. Another option is to collect on these streets at the end of the collection day, after school traffic is over.

Overall - the traffic itself is very disruptive to the residents in the area. The city could designate slightly more remote drop out areas such as the post office parking lot; and the kids could walk the last mile to school.

auto notification Auto Case Notification Created  
TO: amotzm@yahoo.com  
Date: 02/08/2015  
Subject: Thank you for contacting the City of Cupertino

02/08/2015 15:56

Dear Amotz Maimon,

We received your Complaint of 02/08/2015, which has been assigned tracking number 24394. The City's policy is to respond within two working days.

If you need immediate assistance, please contact City Hall at 408-777-CITY (408-777-2489).

\* Customer Communications are visible on the customer's case status page.

## Internal Activity

### Internal Notes

No records for internal activities found

### Tasks

Close task Due Subject Assigned By Assigned To Status

## Case Contacts

Role	Name	Email	Phone
Primary Owner	Lee, Roger	rogerl@cupertino.org	408-777-3350
Secondary Owner	Donnelly, Cheri	cherid@cupertino.org	408-777-3242

## Attachments

No attachments found

## Activity History

Date	Event	Who	Description
02/09/2015 07:37	Change Status	Lee, Roger	Change status from: New to: Pending
02/08/2015 15:56	Case Assignment Rule Used		Rule: Garbage > Garbage, Recycling, Compost

Case Number: 24388

Status: Pending

Tags:

Request Type: Complaint

Customer: Vitro, Bob

Location of Request:



Retired  
external customer  
10480 Orange AVE  
Cupertino CA 95014  
408 472 0491  
bvitro1204@aol.com

Facility: N/A

Preferred Contact Method: Email

Submitted By: Vitro, Bob  
customer

Primary Owner: Lee, Roger

Topic: Garbage>Garbage, Recycling, Compost (Public Works  
Department)

Secondary Owner: Donnelly, Cheri

Date/Time Created: 02/05/2015 13:58

Date/Time Closed:

### Custom Fields

\* internal custom field

## Original Request

The indicated requirement for me to remove my garbage cans from in front of my house at 7:15 AM is impossible for me to do. I recently had a major back operation and my son who does not live with me puts the cans out Tuesday night and replaces them in my yard later in the day on Wednesday. Others in this area may have similar limitations. I have lived here for 35 years and the current system has worked fine all that time. Why is it being changed? The bottom line is I simply will not be able to comply with this onerous application for a change in the City Code.

## Customer Communications \*

From	Text	Date
Lee, Roger	<p>Send an Email            TO: bvitro1204@aol.com            CC:            BCC:            Date: 02/09/2015            Subject: RE: City of Cupertino case number 24388</p> <p>Mr. Vitro,            Thank you for your comment. Retrieving containers close to the 7:15am time is voluntary. Some will participate while others will not. The objective of the early collection is to allow people to collect their containers and remove potential obstructions from the street.</p> <p>The pilot program will either end or be changed if we find that educational outreach and participation is not effective in meeting the objective of increased safety.</p> <p>Roger Lee            Assistant Director of Public Works            408-777-3350</p>	02/09/2015 07:27
On 02/05/2015, Bob Vitro wrote:	<p>The indicated requirement for me to remove my garbage cans from in front of my house at 7:15 AM is impossible for me to do. I recently had a major back operation and my son who does not live with me puts the cans out Tuesday night and replaces them in my yard later in the day on Wednesday. Others in this area may have similar limitations. I have lived here for 35 years and the current system has worked fine all that time. Why is it being changed? The bottom line is I simply will not be able to comply with this onerous application for a change in the City Code.</p>	
auto notification	<p>Auto Case Notification Created            TO: bvitro1204@aol.com            Date: 02/05/2015            Subject: Thank you for contacting the City of Cupertino</p> <p>Dear Bob Vitro,</p> <p>We received your Complaint of 02/05/2015, which has been assigned tracking number 24388. The City's policy is to respond within two working days.</p> <p>If you need immediate assistance, please contact City Hall at 408-777-CITY (408-777-2489).</p>	02/05/2015 13:58

\* Customer Communications are visible on the customer's case status page.

## Internal Activity

### Internal Notes

No records for internal activities found

### Tasks

*Case task Due Subject Assigned By Assigned To Status*

## Case Contacts

Role	Name	Email	Phone
Primary Owner	Lee, Roger	rogerl@cupertino.org	408-777-3350
Secondary Owner	Donnelly, Cheri	cherid@cupertino.org	408-777-3242

## Attachments

No attachments found

## Activity History

Date	Event	Who	Description
02/09/2015 07:27	Change Status	Lee, Roger	Change status from: New to: Pending

02/05/2015 13:58 Case Assignment Rule Used

Rule: Garbage &gt; Garbage, Recycling, Compost

Case Number: 24387

Status: Pending

Tags:

Request Type: Complaint

Customer: Jaynes, Dean

Location of Request:

external customer



10841 Santa Teresa DR

Facility: N/A

Cupertino CA 95014

legal\_putter@yahoo.com

Preferred Contact Method: Email

Submitted By: Jaynes, Dean

Primary Owner: Lee, Roger

customer

Topic: Garbage>Garbage, Recycling, Compost (Public Works  
Department)

Secondary Owner: Donnelly, Cheri

Date/Time Created: 02/05/2015 13:26

Date/Time Closed:

**Custom Fields**

\* internal custom field

**Original Request**

I think letting garbage trucks on the streets is a bad idea because of safety. The trucks are stopping and starting and cars have to maneuver around them. If they start at 6 a.m. all this will be done in the dark. This is just asking for accidents. In today's paper there is an article about a garbage truck/car accident in Milpitas where the driver of the car was killed. The reasons for the 6 a.m. start are really lame. First, people are not going to get out and bring the trash cans in. They are on their way to work. They use the reason that the trash cans will be out of the bicycle lanes. Please, most of the areas shown on the map do not have bicycle lanes. If there are no bicycle lanes there should be no 6 a.m. pick up.

**Customer Communications \***

From	Text	Date
Lee, Roger	<p>Send an Email TO: legal_putter@yahoo.com CC: BCC: Date: 02/09/2015 Subject: RE: City of Cupertino case number 24387</p> <p>Mr. Jaynes, Appreciate your comments. You are correct that there are considerations in having the trucks on the street at 6:00am. Retrieving containers close to the 7:15am time is voluntary. Some will participate while others will not. The objective of the early collection is to allow people to collect their containers and remove potential obstructions from the street.</p> <p>The pilot program will either end or be changed if we find that educational outreach and participation is not effective in meeting the objective of increased safety.</p> <p>Roger Lee Assistant Director of Public Works 408-777-3350</p> <p>On 02/05/2015, Dean Jaynes wrote:</p> <p>I think letting garbage trucks on the streets is a bad idea because of safety. The trucks are stopping and starting and cars have to maneuver around them. If they start at 6 a.m. all this will be done in the dark. This is just asking for accidents. In today's paper there is an article about a garbage truck/car accident in Milpitas where the driver of the car was killed. The reasons for the 6 a.m. start are really lame. First, people are not going to get out and bring the trash cans in. They are on their way to work. They use the reason that the trash cans will be out of the bicycle lanes. Please, most of the areas shown on the map do not have bicycle lanes. If there are no bicycle lanes there should be no 6 a.m. pick up.</p>	02/09/2015 07:32
auto notification	<p>Auto Case Notification Created TO: legal_putter@yahoo.com Date: 02/05/2015 Subject: Thank you for contacting the City of Cupertino</p> <p>Dear Dean Jaynes,</p> <p>We received your Complaint of 02/05/2015, which has been assigned tracking number 24387. The City's policy is to respond within two working days.</p> <p>If you need immediate assistance, please contact City Hall at 408-777-CITY (408-777-2489).</p>	02/05/2015 13:26

\* Customer Communications are visible on the customer's case status page.

## Internal Activity

### Internal Notes

No records for internal activities found

### Tasks

*Cbse task Due Subject Assigned By Assigned To Status*

## Case Contacts

<i>Role</i>	<i>Name</i>	<i>Email</i>	<i>Phone</i>
Primary Owner	Lee, Roger	rogerl@cupertino.org	408-777-3350
Secondary Owner	Donnelly, Cheri	cherid@cupertino.org	408-777-3242

## Attachments

No attachments found

## Activity History

<i>Date</i>	<i>Event</i>	<i>Who</i>	<i>Description</i>
02/09/2015 07:32	Change Status	Lee, Roger	Change status from: New to: Pending
02/05/2015 13:26	Case Assignment Rule Used		Rule: Garbage > Garbage, Recycling, Compost

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