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 an additional 15

- We have notified and outreachted 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/displeased 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.

<table>
<thead>
<tr>
<th>Hearing</th>
<th>Date</th>
<th>Time</th>
<th>Location</th>
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<tbody>
<tr>
<td>First Hearing</td>
<td>March 8, 8:00am-12:00pm</td>
<td>City Hall, Room 400</td>
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<tr>
<td>Second Hearing</td>
<td>March 15, 8:00am-12:00pm</td>
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<td>Third Hearing</td>
<td>March 22, 8:00am-12:00pm</td>
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<td>Fourth Hearing</td>
<td>March 28, 8:00am-12:00pm</td>
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<td>Fifth Hearing</td>
<td>April 19, 8:00am-11:00am</td>
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<td>Sixth Hearing</td>
<td>April 26, 8:00am-12:00pm</td>
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<td>Last Hearing</td>
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For relevant dates, questions, & comments: [www.ratepayeradvocatesf.org](http://www.ratepayeradvocatesf.org) or call (415) 324-8477