



**Evaluation Form**  
**Illegal Dumping Workshop**

San Mateo, CA

Wednesday, May 30, 2018

Attendance: 72

Evaluations: 42

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**1. Getting Buy-in from Elected Officials and Upper Management –**

Given by Larry Patterson, City Manager – City of San Mateo

**Very Useful 23**

**Somewhat Useful 16**

**Not useful 0**

**Comments:**

- Great to hear what they are doing (2)
- Nice to hear from the core men directly
- Set the tone of the session
- Great perspective – city managers mean well but could reinforce bad behavior by asking city staff to remove litter

**2. City of San Mateo: Nuts and Bolts of the Illegal Dumping Program –**

Given by Roxanne Murray, Solid Waste Program Manager,  
Ron Kasper, Recycling Coordinator,  
Christine Civiletti, Code Enforcement Manager

**Very Useful 33**

**Somewhat Useful 9**

**Not useful 0**

**Comments:**

- Ron needs to correct spelling on slides
- Good real world examples from Ron
- Good data, maybe break down information by having different speakers
- Good to see data to back up actions
- Will help with On-land Visual Trash Assessment (OVTA) Program
- Best practices and knowing what works and doesn't work is great
- Very good
- Appreciated leaning about their program and how only addressed the problem with letter, cameras, designated staff and lessons learned
- Nice to see what works – cameras
- Difficult to hear Ron speak
- Presenter was a little hard to hear and presentation pace was a little slow, but content was good.
- Helpful to see how different enforcement procedures help.
- Helpful to hear about the use of letters being sent to property owners

3. **City of Brisbane: Illegal Dumping and Litter Management Program –**

Given by Keegan Black, Maintenance Program Manager

**Very Useful 23**

**Somewhat Useful 16**

**Not useful 2**

**Comments:**

- More data instead of examples
- Lessons learned
- Interesting lessons learned
- I like the before/after photos
- Interesting to see what doesn't work – public dumpsters
- Useful to see tactics for roadways and shoreline
- Very insightful to take a different approach at looking at the illegal dumping solutions; it may stem from outside the city/hauler
- Good to turn back to community pride/involvement
- Information about covered containers was interesting

4. **City of Daly City: Building Community Together with Your Hauler –**

Given by Stephen Stolte, Sustainability Coordinator

Monica Devincenzi, Republic Services

**Very Useful 37**

**Somewhat Useful 5**

**Not useful 0**

**Comments:**

- Very engaging and informative presentation
- I appreciated both speaker's visuals and experiences.
- Great and engaging - great use of sharing example of long-term and usable/transferable ideas
- Great to see the problem from a different perspective.
- Community engagement is so important. (2)
- Loved hearing different perspective (2)
- Good ideas
- Solve the problem as "we"
- Appreciated their openness in sharing what they've done and learned in understanding why people are doing illegal dumping
- Very good presenters, interesting subject matter that I did not expect this workshop to cover
- Change the community culture/pride of ownership
- Interesting experiences, research, strategies, community involvement, and alignment with community /public. It will be interesting to have follow-up presentations on programs and successes.

5. **Did this training meet your expectations? Yes: 39 No: 1**

- Very helpful
- Beyond my expectations!
- Still looking for the solutions, but many more ideas were expressed to lead to success?

**6. What parts of the training were most useful to you?**

- Daly City presentation was good – would have wanted to hear more on how other cities can use their model. Community involvement. (6)
- Lessons learned, examples and best practices (6)
- Strategies used, successes and failures (3)
- Nice to see what other nearby jurisdictions are doing and sharing information (5)
- San Mateo presentation good with lots of data and useful information (2)
- All the different ideas to handle illegal dumping (2)
- All presentations were great (2)
- Hearing from those presenters who use these provisions on a daily basis.
- Good information on how to deal with problems from the front end and back end.
- Having multiple departments – code, public works, etc.
- Dumpsters use and place
- Always good to think outside the box.
- Different but holistic approaches to tackling one big issue.
- Community behavior changes
- Pride in community
- Public art/gardens/etc.
- Hard facts and numbers proving working methods of reducing illegal dumping.
- Building community together with your hauler
- Great speakers, real-life issues
- Seeing multiple efforts and successes towards problem
- Learning the various programs in place in the different communities and their challenges and successes. There are tips from each talk that we all can take away for our communities.
- I thought very good organized, very good speakers

**7. What would have made this training more useful?**

- Group discussion with all participants break out groups on direct issues
- Adding a scheduled break would be nice (3)
- More about the community, fines, where do we go from there
- More time and more meetings
- Understanding how cities are managing funds to support programs, as well as what the costs are.
- How do they finance through haulers
- More cities presenting their successful methods in shorter bursts.
- I think if the training added on top with the panel an interactive group discussion to find attainable goals/solutions/next steps.
- Name tags/place cards for panel

**8. What topics would you recommend for a future training?**

- Update on progress
- Use this as a driving point to more sessions with more hands on and engaging instead of just listening.
- Code enforcement, next stage and time
- Location for dumping

- This would be great, maybe add more on what more cities are doing and have a broad overview
- Shopping carts? Not pickup, but have community education/prevention
- Cigarette butt littering
- More detail about legality of camera use.
- Could Daly City present all of their research – Newark, NJ, Scotland, etc.
- Termite abatement
- Actual cases where people/residents were prosecuted
- Community engagement (2)
- Movement towards a region-wide – anti-littering message (media, etc.)
- Incorporation of region-wide anti-littering message to schools.
- Ordinances in effect in the county and Bay Area

## 9. General Comments?

- Countywide approach/messaging
- Invest in media ads (radio, tv, local news)
- Good training
- Community activities
- Great workshop – thanks for putting this together (6)
- Should have a follow-up event to see if presenters have any updates or if jurisdictions saw any change after trying their methods.
- Helpful to share experiences and learn from other agencies.
- Countywide efforts to educate the public about litter and illegal dumping could help the cities and county. Countywide messages/messaging.
- I like the panel discussion
- Microphone needs to be better
- Great information, keep it clean
- Good training, good turnout (2)
- Put bollards by water and landscaping in row to limit access of truck dumping.
- Lillian's idea of a countywide approach and message is a good idea. Everyone is dealing with this use on the same level.