

# MEMORANDUM

Office of the City Manager



**DATE:** January 24, 2021  
**TO:** Mayor and Councilmembers  
**FROM:** Steve McHarris, City Manager *Steve McHarris*  
**SUBJECT:** Homeless Trash, Waste and Debris Clean-Up

## **Background**

This memo is in response to an inquiry made by Councilmember Chua during the January 19 Council meeting. The rise in homelessness across the County, including Milpitas, carries with it an additional problem of trash, debris, and waste. While the complex issues of local homelessness are being addressed on several fronts under City and County leadership, the resulting trash, waste, and debris also requires attention. The City is experiencing increased inquiries and complaints about lack of clean-up and what can be done to clean up areas of growing trash and debris along our streets, parks, creeks, highways, and private property. This is a challenging issue and not always easily resolved for various reasons described below.

Responsibility for cleanups in the City varies depending on where the trash, debris, and waste is located. The majority of inquiries and complaints are commonly located on specific types of property which fall under different types of ownership and clean-up responsibility. Complaints received by the City outside of the City's jurisdiction are directed to the responsible property owner, as identified below. Once complaints are received, the response time and results of the responsible agency or property owner can vary due to a variety of factors such as location, site access, type of waste involved, the high cost of treatment and removal, legal property protections of homeless individuals, the high cost of treatment, and removal, and site restoration.

## City of Milpitas Responsibility

- **Public Streets**  
Download and use the City's **MyMilpitas** app, which is available by visiting <http://www.ci.milpitas.ca.gov/mymilpitasapp/> or from any app store. The app allows the reporting party to submit photos and other details in order to receive automated notifications on the progress of the completion of their request. Service requests can also be made by calling (408) 586-2600.
- **Public Parks**  
Download and use the City's **MyMilpitas** app, which is available by visiting <http://www.ci.milpitas.ca.gov/mymilpitasapp/> or from any app store. The app allows the reporting party to submit photos and other details in order to receive automated notifications on the progress of the completion of their request. Service requests can also be made by calling (408) 586-2600.

- Private Property  
Download and use the City's **MyMilpitas** app, which is available by visiting <http://www.ci.milpitas.ca.gov/mymilpitasapp/> or from any app store. The app allows the reporting party to submit photos and other details in order to receive automated notifications on the progress of the completion of their request. Service requests can also be made by calling the City's Code Enforcement team at 408-586-3072 or [Code Enforcement@ci.milpitas.ca.gov](mailto:Code_Enforcement@ci.milpitas.ca.gov).

#### External Agency Responsibility

- Freeways (I-880 and I-680, State Route 237 including on- and off-ramps and under bridges)  
Contact: Caltrans District 4 at 510-286-4444 or visit <https://csr.dot.ca.gov/>.
- Montague Expressway  
Contact: Santa Clara County Roads and Airports at 408-494-2750 or <https://countyroads.sccgov.org/services/service-requests>.
- Rail Lines (Union Pacific Railroad)  
Contact: 1-888-UPRRRCOP (877-7267)
- Creeks, Creek Trails, under Creek Bridges  
Contact: Valley Water Pollution Hotline (24 hours) at 888-510-5151 or visit <https://clients.comcate.com/newrequest.php?id=80>.