

Document Title: Adopt-A-Road Procedures

Document Number:

Purpose: The purpose of this document is to outline the process of what to do when a customer who is an Adopt-A-Road participant wants to pick up return the kit.

1.0 Kit Pick Up

1.1 A participant arranges for a kit pick up by doing the following:

- 1.1.1 Call (206) 801-2700 at least two weeks prior to litter pick up
 - 1.1.1.1 The CRT Admin will add information to the CRT calendar stating, the group number and name, location of pickup, date they will pick up the kit and the spokespersons name.
 - 1.1.1.2 The calendar will be used to track the kit Sign out/in.

2.0 Trash Pick Up after Litter Pick Up

2.1 Call (206) 801-2700 after completion of the litter pick up and leave a message where the trash bags may be picked up.

- 2.1.1 Create a Hansen Service Request using the problem code "AAR" , and assign to the appropriate CRT Representative.
- 2.1.2 If you speak directly with the caller, remind them that kits should be returned within 2 days.

3.0 Kit Return

- 3.1.1 Call (206) 801-2700 when you arrive to pick up the kit and you will be met at the garage to receive the kits.
 - 3.1.1.1 The kits will be checked for completeness and restocked to original contents as listed on the Safety Kit Contents sheet.

4.0 Paperwork

- 4.1.1 The group may fax, drop off, mail, or e-mail the Hold Harmless Form and the Completion form to CRT
 - 4.1.1.1 The information is added to the spreadsheet for tracking hours.
 - 4.1.1.2 The information will be sent by the CRT Admin to Human Resources each quarter.

5.0 Definitions

5.1 Adopt-A-Road Agreement: Contractual agreement entered into and signed by a CRT representative and the Volunteer Group's Representative (Group Leader) authorizing the group to participate in the Adopt-A-Road Program, setting the terms and conditions for that participation, and assigning a section of city roadway to the group.

5.2 Applicant: The individual, group or person adopting the section of road.

- 5.3 Clean-Up Event: Period of time when a volunteer group is removing roadside litter in participation with the Adopt-A-Road Program.
- 5.4 Department: The Customer Response Team in the Shoreline Community Services Division.
- 5.5 Director: The Customer Response Team Supervisor of the Shoreline Community Services Division or his/her authorized representative.
- 5.6 Hazardous Materials: Items that may be found in the road right-of-way which may potentially cause injury. Hazardous materials include, but are not limited to, petroleum products, chemicals, paints, solvents, propane tanks, gas canisters, car batteries, vehicle parts, appliances, heavy objects, dead animals, broken glass, needles, drug paraphernalia, and unidentified containers.
- 5.7 Individual Service Agreement: Form signed by the legal parent or guardian of a minor volunteer (less than eighteen years of age), which informs the parent/guardian and volunteer of the risks associated with participation in the program, and in which the parent/guardian grants permission for the minor to participate in the program and agrees to hold the City of Shoreline harmless for any liability or damages resulting from participation in the program.
- 5.8 Participant: An individual or member of an applicant group actually performing work on the road under this program.
- 5.9 Participant Roster: Form completed by the Volunteer Group, which reports the completion of a Clean-Up Event, names of participating volunteers, hours worked, quantities of litter collected, and other relevant information.
- 5.10 Person: Individuals, corporations, associations, firms, partnerships, and joint stock companies, members or community nonprofit organizations.
- 5.11 Recognition Sign: Placard fabricated and installed by CRT, which includes the Adopt-A-Road Program logo and the name of the Volunteer Group completing the clean-up events for their adopted section.
- 5.12 Registration Form: Form signed by an adult volunteer (eighteen years of age or older), which informs the volunteer of the risks associated with

City of Shoreline – Customer Response Team
Standard Operating Procedures

participation in the program and their responsibility to conduct clean-up activities in a safe manner, and in which the volunteer agrees to accept the risks and hold the City of Shoreline harmless for any liability or damages resulting from participation in the program.

5.13 Spokesperson: The individual chosen by an applicant group to represent the group.

5.14 Volunteer: Person acting on their own behalf and participating in the Adopt-A-Road Program.

5.15 Volunteer Organization/Group: Person or persons who have agreed to adopt a section of county roadway under the program.

Revision Level	Revision Date	Description of Revision	Revision Author
0.1 DRAFT	05.19.09	DRAFT	LaDonna