Next Ord: 1815-15
Next Res: 915-15

VISION STATEMENT
SEDRO-WOOLLEY IS A FRIENDLY CITY THAT IS CHARACTERIZED BY CITY GOVERNMENT AND CITIZENS WORKING TOGETHER TO ACHIEVE A PROSPEROUS, VIBRANT AND SAFE COMMUNITY

MISSION STATEMENT
TO PROVIDE SERVICES AND OPPORTUNITIES WHICH CREATE A COMMUNITY WHERE PEOPLE CHOOSE TO LIVE, WORK AND PLAY

CITY COUNCIL WORKSESSION
AGENDA
May 6, 2015
7:00 PM
Sedro-Woolley Municipal Building
Public Safety Training Room
325 Metcalf Street

A. Every Other Week (EOW) Garbage Service Pilot Project/Upcoming Recycling Contract Expiration

(Staff Contact: Eron Berg, Mark Freiberger and Leo Jacobs)

CITY COUNCIL
WORKSESSION

MAY 06 2015

AGENDA ITEM A

CITY OF SEDRO-WOOLLEY
Sedro-Woolley Municipal Building
325 Metcalf Street
Sedro-Woolley, WA 98284
Phone (360) 855-9922
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Eron M. Berg
City Supervisor/City Attorney

MEMO TO: City Council
FROM: Eron Berg
RE: Every other week garbage service pilot project/Upcoming recycling contract expiration
FOR MEETING: May 6, 2015

ISSUES: (1) Staff is reporting on the every other week (EOW) garbage service pilot project tonight; and

(2) Staff is providing information and a preliminary recommendation on a preferred option following the expiration of our current agreement with Waste Management for curbside recycling.

BACKGROUND: Attached is a detailed memo from Leo Jacobs detailing the EOW pilot program, issues, observations, and survey results. Ultimately, I believe the EOW project was a success with the majority of respondents indicated satisfaction with the program. Also, the EOW program clearly reduced truck traffic on city streets and allows the solid waste department to operate more efficiently (both in terms of staffing and trucks).

However, our current rate structure is not expandable to EOW service without reducing system revenue to a point that is not operationally sustainable. Since we offered double the volume garbage EOW for a slightly lower price than weekly service and so many people in the pilot program reduced their service, it is clear that the utility rates would have to be adjusted to grow in a more linear fashion for this program to work. Because we believe rate increases are infeasible, we have concluded that the expansion of EOW service is also infeasible at this time.

The WM contract expires at the end of August and the Council has several options available to address the provision of curbside recycling following that contract including:

(1) Competitively bid the service in the marketplace;
(2) Negotiate an extension with WM;
(3) Operate the service within the city's own utility.

I will provide additional information at the meeting on these options for the purposes of your preliminary discussion. My hope is to get direction from the council on a preferred direction and have that on your agenda for a first reading on May 13th.

RECOMMENDATION: Provide direction to staff & cancel the town hall meeting scheduled for May 13 at 6:00 P.M.

City of Sedro Woolley Solid Waste Division

Executive Summary:

The City of Sedro-Wooley Solid waste department conducted a residential curbside collection pilot program to test customers responses on impacts related to every other week (EOW) Collection of Garbage. The pilot was conceived as a way for the Cities solid waste department to collect its own curbside recycling and yard waste programs and save significant money from not having to use contract services for these programs. The pilot was conducted from December 2014 through May 2015. The pilot tested three areas Tuesday route we did the entire Talcott Street, Wednesdays routes areas was the brick yard Blvd. and 2 cul-de-sacs and the last was the new annexed area Carter Road that started in February 2015. A total of 265 customers participated in the pilot program.

Field Reports:
These are reports that were generated by communications from the drivers and our recycling contractor and visual inspection by staff. The reports helped to determine if the program was working. The reports illustrate that the first month of the pilot was basically getting everyone into the "right-sized" containers. We did have one issue; our calendars were misprinted causing some confusion.

Survey:
Due to time constraints for decisions related to a possible roll out of EOW we sent out the surveys in April of the pilot instead of the end of May. We received 102 responses out of a possible 265. Overall 38% responded to the survey. The results revealed that 78 respondents said yes EOW works for them with 58% preferring EOW and 37% saying no to EOW service. 40 respondents said they recycled more which is an encouraging note. Everyone did not answer every question. (Survey responses attached)

Overall Results:
Beside the first month of adjusting to the new schedule and right sizing the containers for the customers the pilot was a good starting point for future consideration. We saw moderate levels of customer acceptability and low health impacts related to overflowing garbage and rodents. The pilot was however conducted in the winter and spring months, we did not get a trial during a hot summer.

With our current solid waste rates, the economics of the EOW pilot are not feasible, our rates would need to be linear and set up so the more trash you produce the more you pay.

Recommendation:
The Solid Waste Division does not recommend EOW service to be implemented at this time.

The transition back to weekly service in the pilot areas will start in May and we should have everyone back to normal in 2-3 weeks. Unless requested we will continue to keep the recycling toters sized at 96 gallons up from their previous size of 68 gallons.

Solid Waste Reports

EOW Report for December 2014
Here is the EOW report for you: (garbage pickup week)
12-2-2014 Talcott Street: Was basically there normal type day first day of pilot picked up.
12-4-2014 Brick yard area: Was basically there normal type day first day of pilot picked up.

12-9-2014 Talcott Street: No Garbage pickup week
Garbage cans that were out today that should not: 108, 114, 220, 329, 335, 702, 722, 737, 936, 1003, 1114, 1206, and 1312
Contaminated Recycling: 810, 1008, 1010, and 1140 all on Talcott Street, Our Garbage trucks were sent out to get these customers picked up. I visited two that were home to explain recycling rules the other two were tagged with a service note.
Weather Note, very windy (Pictures below)

12-11-2014 Brick yard area: No Garbage pickup week
Garbage Cans that were out today that should not: 697,699,707,711,715
Contaminated recycling: None reported by the contractor.
719 Brick Yard Blvd will not make it they were overflowing today.
Weather Note, extremely windy

12-16-2014 Talcott Street everyone was out this week. (Garbage Pickup week)
Contaminated recycling:
Instances of over flow or extras. 15 lids cracked open 6 people had extra garbage beyond their capacity, those customer were increased to proper service level.

12-18-2014 Brick Yard Blvd Area: (Garbage pickup week)
Not out: 501 creek lane, 699 brickyard Blvd all others were out.

12-23-2014 Talcott Street. No Garbage pickup week
Garbage Cans that were out today that should not. 107, 109, 114, 329, 335, 524, 700, 702, 722, 1011, 1020, 1022
contaminated recycling: None reported by the contractor but found these ourselves 114, 1010, 1101
Instances of over flow or extras. 107, 109, 113, 114 will not make it and must upgrade.

12-24-2014 Brick yard area: No Garbage pickup week
Contaminated recycling: None reported by the contractor.

12-30-2014 Talcott Area: (Garbage Pickup week)
Instances of over flow or extras: 6 lids cracked open 3 people with extra garbage beyond their capacity, the customers will be upgraded to appropriate levels. (Pictures below)

1-1-2014 Brick Yard Blvd Area: (Garbage Pickup week)
No issues witnessed or reported

EOW Report for January 2015

Summary: After some adjusting the first month of the pilot, reports of overflows and extras have slowed. Our recycling contractor has not reported contamination in the pilot areas. Driver observation has been that everyone has adjusted to proper levels for the pilot. No reports of rodents or other types of possible problems have been noticed.
1-6-2015 Talcott Street: (Recycling Week)
Garbage Cans that were out today:
contaminated recycling: None reported by the contractor
1-8-2015 Brick Yard Blvd Area: (Recycling Week)
Garbage cans that were out today: None
Contaminated Recycling: None reported by the contractor

1-12-15 Talcott Street (Garbage Pickup week)
Instances of over flow or extras: None

1-15-15 Brick Yard Blvd Area (Garbage Pickup week)
No issues witnessed or reported or observed.

1-19-15 Talcott Street (Recycling Week)

Instances of over flow or extras: None
Contaminated Recycling: None reported by the contractor

1-22-15 Brick Yard Blvd Area (Recycling Week)
No issues witnessed or reported or observed.
Contaminated Recycling: None reported by the contractor

1-26-15 Talcott Street (Garbage Pickup week)
Instances of over flow or extras: None

1-29-15 Brick Yard Blvd Area (Garbage Pickup week)
No issues witnessed or reported or observed.

EOW Report for February 2015

Summary: We added 155 residential customers starting February 2015 to the pilot, from our new annexation area Carter Road to fruitdale road between Mcgarigle and Hwy 20. We started by giving everyone a 68 gallon toter and will assess as the pilot continues. Note recycling day is different than garbage pickup. Waste Management has not changed day to follow us yet.

2-3-2015 Talcott Street: (Recycling Week)
Garbage Cans that were out today: None
contaminated recycling: None reported by the contractor

2-4-2015 Annexation area Carter: (Recycling Week)
Garbage Cans that were out today: We went to pick up about 12 customers that did not understand the new program
contaminated recycling: None reported by the contractor
2-5-2015 Brick Yard Blvd Area: (Recycling Week)
Garbage cans that were out today: None
Contaminated Recycling: None reported by the contractor

2-10-15 Talcott Street: (Garbage Pickup week)
Instances of over flow or extras: 2

2-11-15 Annexation area Carter: (Garbage Pickup week)
Instances of over flow or extras: 6 lids were cracked open, 12 Customers were not out, some waste management cans were still at some customers houses and were full of garbage at the curb. 1 customer forgot to put out there toter and we went back to get them.

2-12-15 Brick Yard Blvd Area (Garbage Pickup week)
No issues witnessed or reported or observed.

2-17-15 Talcott Street: (Recycling Week)
Instances of over flow or extras: None
Contaminated Recycling: None reported by the contractor

2-18-15 Annexation area Carter: (Recycling Week)
Instances of over flow or extras: None
Contaminated Recycling: None reported by the contractor

2-19-15 Brick Yard Blvd Area: (Recycling Week)
No issues witnessed or reported or observed.
Contaminated Recycling: None reported by the contractor

2-24-15 Talcott Street (Garbage Pickup week)
Instances of over flow or extras: None

2-25-15 Annexation area Carter: (Garbage Pickup week)
Instances of over flow or extras: 5

2-26-15 Brick Yard Blvd Area (Garbage Pickup week)
No issues witnessed or reported or observed.

EOW Report for March 2015

Summary: We added 155 residential customers starting February 2015 to the pilot, from our new annexation area Carter Road to fruitdale road between Mcgarigle and Hwy 20. We started by giving everyone a 68 gallon toter and will assess their garbage needs as the pilot continues.

3-3-15 Talcott Street: (Recycling Week)
Garbage Cans that were out today: None
contaminated recycling: None reported by the contractor
3-4-15 Annexation area Carter: (Recycling Week)
Garbage Cans that were out today: None
contaminated recycling: None reported by the contractor
3-5-15 Brick Yard Blvd Area: (Recycling Week)
Garbage Cans that were out today: None
contaminated recycling: None reported by the contractor
3-10-2015 Talcott Street: (Garbage Pickup week)
Garbage Cans that were out today:
contaminated recycling: None reported by the contractor

3-11-2015 Annexation area Carter: (Garbage Pickup week)
Garbage Cans that were out today: We went to pick up about 12 customers that did not understand the new program
contaminated recycling: None reported by the contractor
3-12-2015 Brick Yard Blvd Area: (Garbage Pickup week)
Garbage cans that were out today: None
Contaminated Recycling: None reported by the contractor
3-17-15 Talcott Street: (Recycling Week)
Garbage Cans that were out today: None
contaminated recycling: None reported by the contractor
3-18-15 Annexation area Carter: (Recycling Week)
Garbage Cans that were out today: None
contaminated recycling: None reported by the contractor
3-19-15 Brick Yard Blvd Area: (Recycling Week)
Garbage Cans that were out today: None
contaminated recycling: None reported by the contractor
3-24-15 Talcott Street: (Garbage Pickup week)
Instances of over flow or extras: None
No issues witnessed or reported or observed.

3-25-15 Annexation area Carter: (Garbage Pickup week)
Instances of over flow or extras: None
No issues witnessed or reported or observed.

3-26-15 Brick Yard Blvd Area (Garbage Pickup week)
No issues witnessed or reported or observed.

EOW Report for April 2015

Summary: We made an error in our calendars, which had the recycling mixed up with the garbage pickup days. The calendar said the last week was recycling pick up week but it was garbage pickup instead. (10) Customers were affected out of 120 people on Talcott Street. The rest of the pilot had no issues. We resolved the problem by sending out new calendars and I went and picked up all the people that put out the wrong containers. Surveys were mailed out on April 7th 2015 with a return date of April 17th 2015. They have an invitation to give feedback at the May 6th work session.

4-7-2015 Talcott Street: (Garbage Pickup week)
Garbage Cans that were out today:
contaminated recycling: None reported by the contractor

4-8-2015 Annexation area Carter: (Garbage Pickup week)
Garbage Cans that were out today: We went to pick up about 12 customers that did not understand the new program
contaminated recycling: None reported by the contractor

4-9-2015 Brick Yard Blvd Area: (Garbage Pickup week)
Garbage cans that were out today: None
Contaminated Recycling: None reported by the contractor
4-14-15 Talcott Street: (Recycling Week)
Garbage Cans that were out today: None
contaminated recycling: None reported by the contractor
4-15-15 Annexation area Carter: (Recycling Week)
Garbage Cans that were out today: None
contaminated recycling: None reported by the contractor
4-16-15 Brick Yard Blvd Area: (Recycling Week)
Garbage Cans that were out today: None
contaminated recycling: None reported by the contractor
4-21-15 Talcott Street: (Garbage Pickup week)
Instances of over flow or extras: 4 due to calendar mix up
No issues witnessed or reported or observed.

4-22-15 Annexation area Carter: (Garbage Pickup week)
Instances of over flow or extras: None
No issues witnessed or reported or observed.

4-23-15 Brick Yard Blvd Area (Garbage Pickup week)
No issues witnessed or reported or observed.
4-28-15 Talcott Street: (Recycling Week)
Garbage Cans that were out today: 8 calendar issues
contaminated recycling: None reported by the contractor
4-29-15 Annexation area Carter: (Recycling Week)
Garbage Cans that were out today: 7 calendar issues
contaminated recycling: None reported by the contractor
4-30-15 Brick Yard Blvd Area: (Recycling Week)
Garbage Cans that were out today: none
contaminated recycling: None reported by the contractor

Survey Responses

Survey Questionnaire answers:

1. **Did the every other week garbage work for your household (yes or no)?**

   78 yes
   23 no
   1 said sometimes

2. **Do you prefer weekly service over EOW service? (yes or no)?**

   37 yes,
   58 no
   2 no preference
   2 doesn't matter
   1 don't care.

3. **Do you feel like this program encouraged you to recycle more? (yes or no)?**

   40 yes
   58 no
   5 always recycle everything I can,
   2 not sure
   1 if anything it made me more likely to put garbage in recycle bin.

4. **What did you like about it? (Comments below):**

   1) (7 people) said they liked the lower cost, liked all the cost savings- fuel, etc..,
   2) I barely fill my 20 gallon can every 2 weeks, I love it.
   3) (3 people) said they had plenty of room for all my garbage.
   4) (5 people) said it caused them to recycle more.
   5) It will reduce our costs and those should be stabilized.
   6) Simplifies schedule, cost effective
   7) It saves our streets and it cuts gas
   8) I live alone and I never have enough to put out weekly
   9) (2 people) it caused them to re- use more, consolidate/ compact
   10) (9 people) liked having only one can to put out weekly
   11) (8 people) said nothing, it stinks and attracts flies (attracts rats)
   12) Pretty bad to choose OLD people to get used to a new schedule
   13) Concerned about maggots in the summer months, if there is a problem can it be changed?
   14) Increased efficient service
   15) (2 people) said we didn't like it, garbage smelled awful after 2 weeks
   16) (7 people) liked having a larger can then they had before.
   17) I have a back injury and to make it work, I would need a larger can. I prefer to have a smaller load, due to my back injury, plus it's not healthy for garbage to be out for 2 weeks!

5. Do you have any suggestions on how to improve EOW service?

1) (14 people) No
2) (3 people) said provide accurate calendar
3) I would like a smaller recycle toter please, this new one is too big
4) (2 people) No, I think the service is great!
5) (16 people) Combine pick up days, so every other week, you put out recycle and garbage together.
6) You need better communication when green bin (yard waste will be picked up)
7) (3 people) said they would not like every other week to become permanent
8) (3 people said) Don't do it
9) I didn't save money and I got less service
10) (3 people) said discontinue it
11) Have pickup on Tuesdays with recycle it's too hard to remember a new day
12) I see more trash blowing around due to overflowing cans.
13) (6 people) are concerned about garbage odors this summer
12) I don't know why you are even asking, you people do what you want anyways!
13) Having a larger can is too heavy to move after two weeks.
14) Keep up the good work!
15) Add composting bins too☺