



Solid Waste Update

July 12, 2021 – City Council Meeting

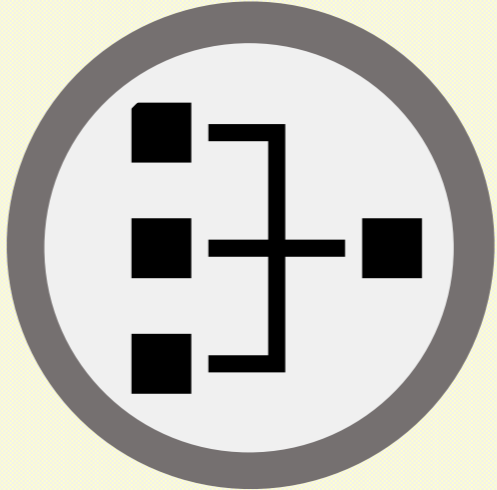
Neighborhood Services Solid Waste Division

Variables Affecting Service Levels

Staff has identified several key factors we believe have contributed to the current level of service Waste Pro has been delivering to residents over the past year.



Concerns with rapid customer growth



Route size concerns



Fleet concerns:
Age and Maintenance



Staffing Level Concerns

June By the Numbers

Solid Waste Division

175 Missed/Incomplete Routes (6-7 routes per day)

Over 1,900 complaints for the month

324 New Homes



2021 By the Numbers

Solid Waste Division

467 Missed/Incomplete Routes since January 1st

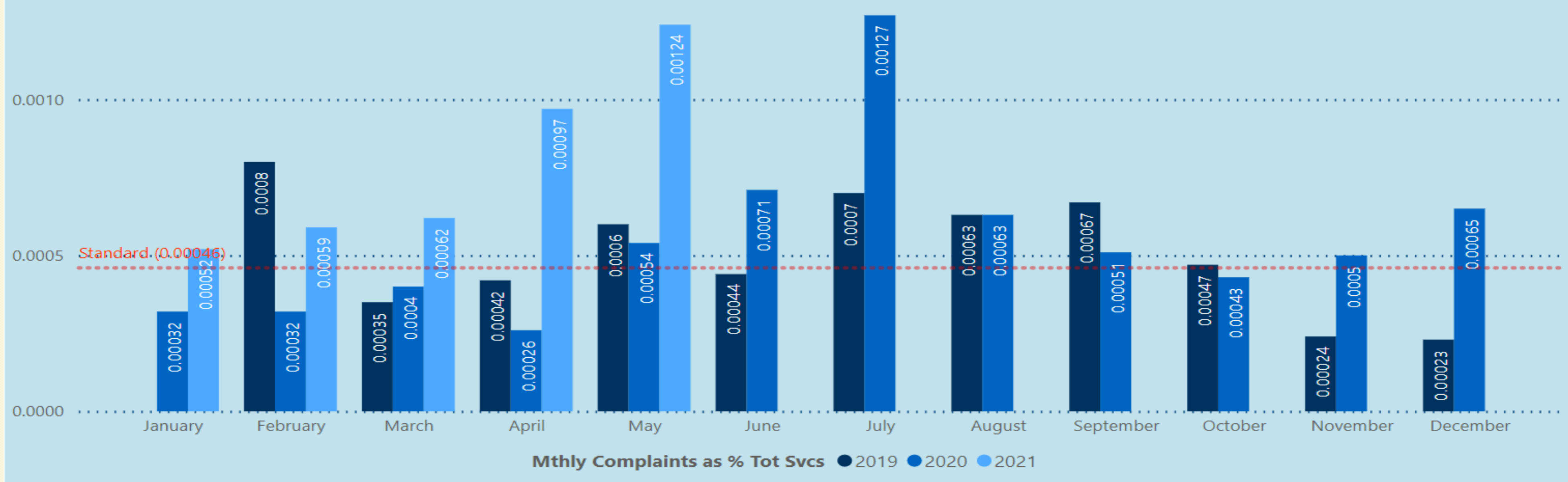
Over 7,000 complaints since the beginning of this year

1,633 New Homes since January 1st

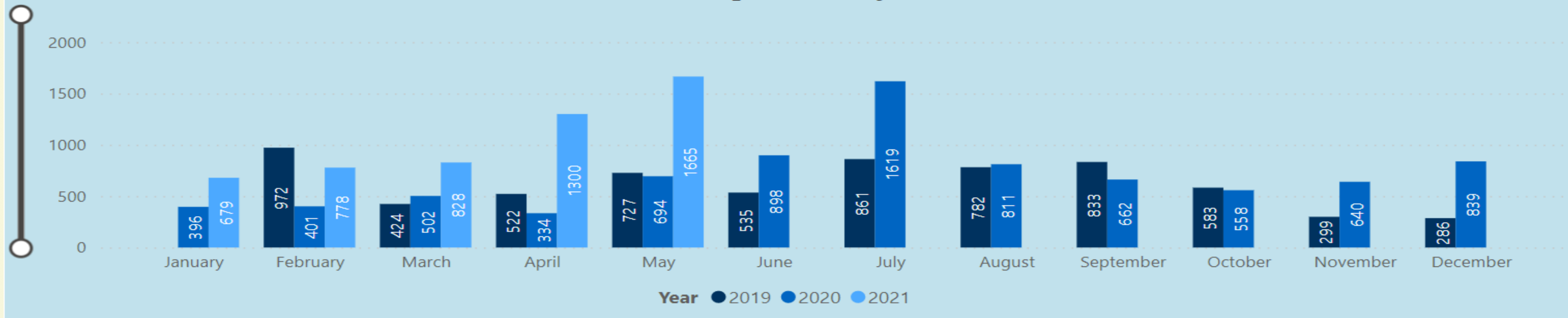


Complaint Summary

Industry Standard for Complaints

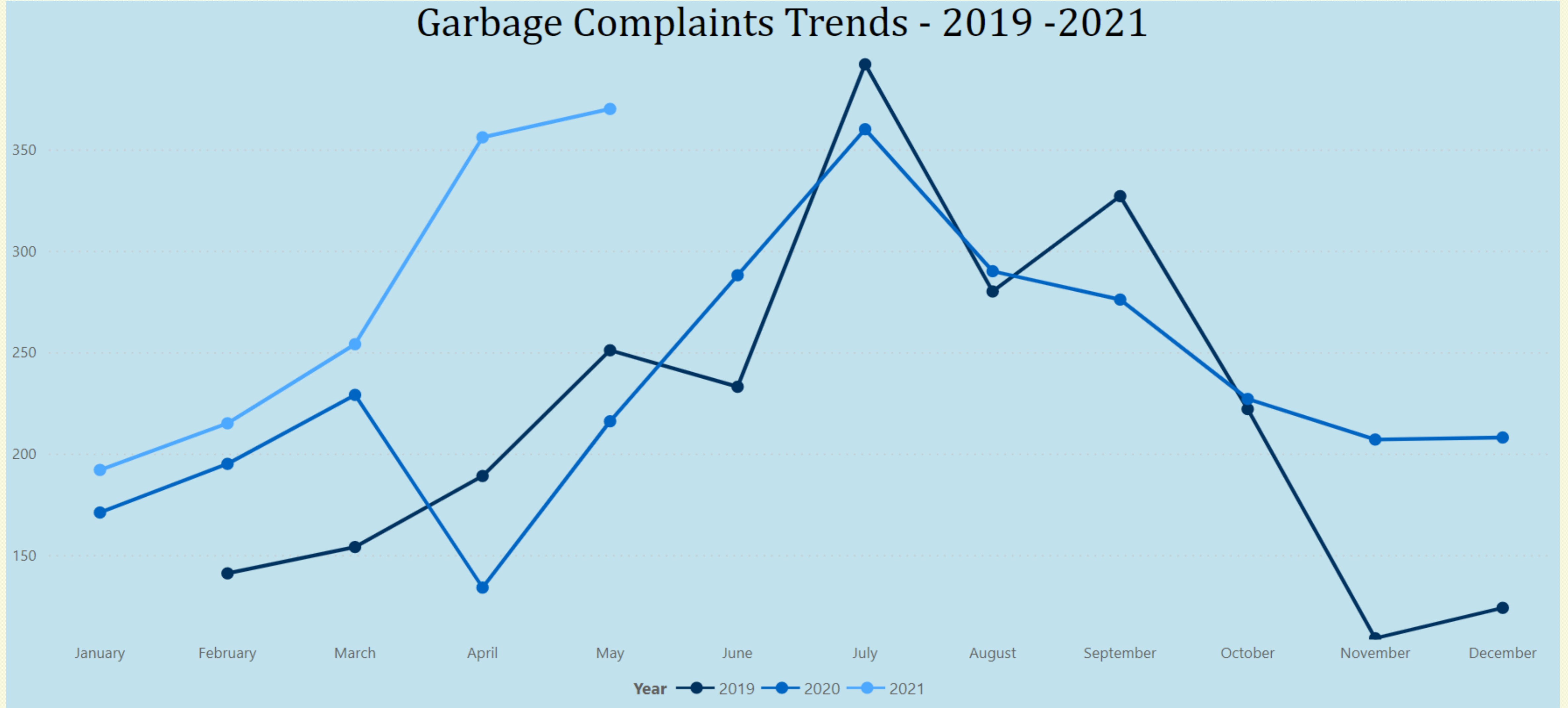


Total Complaints by Month



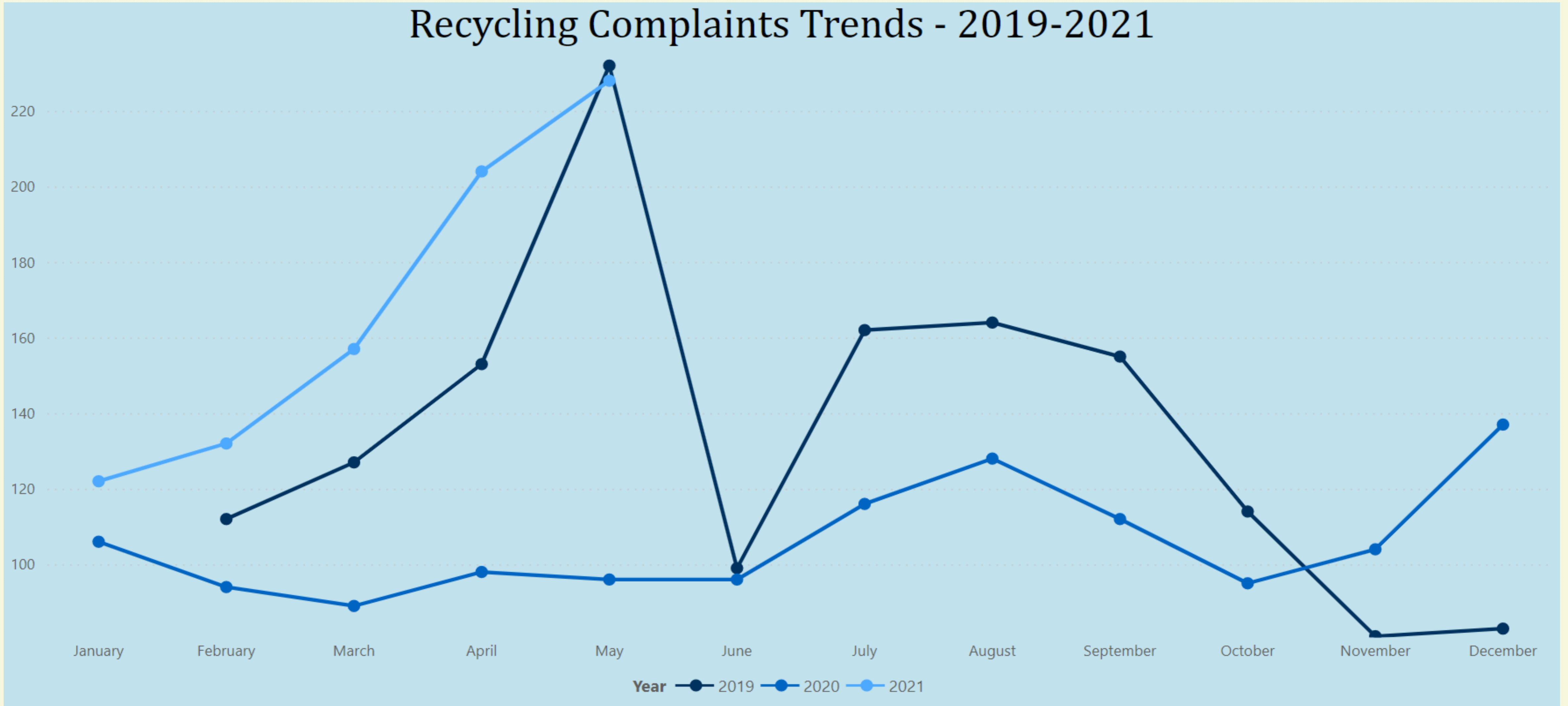
Garbage Complaints

Garbage Complaints Trends - 2019 -2021



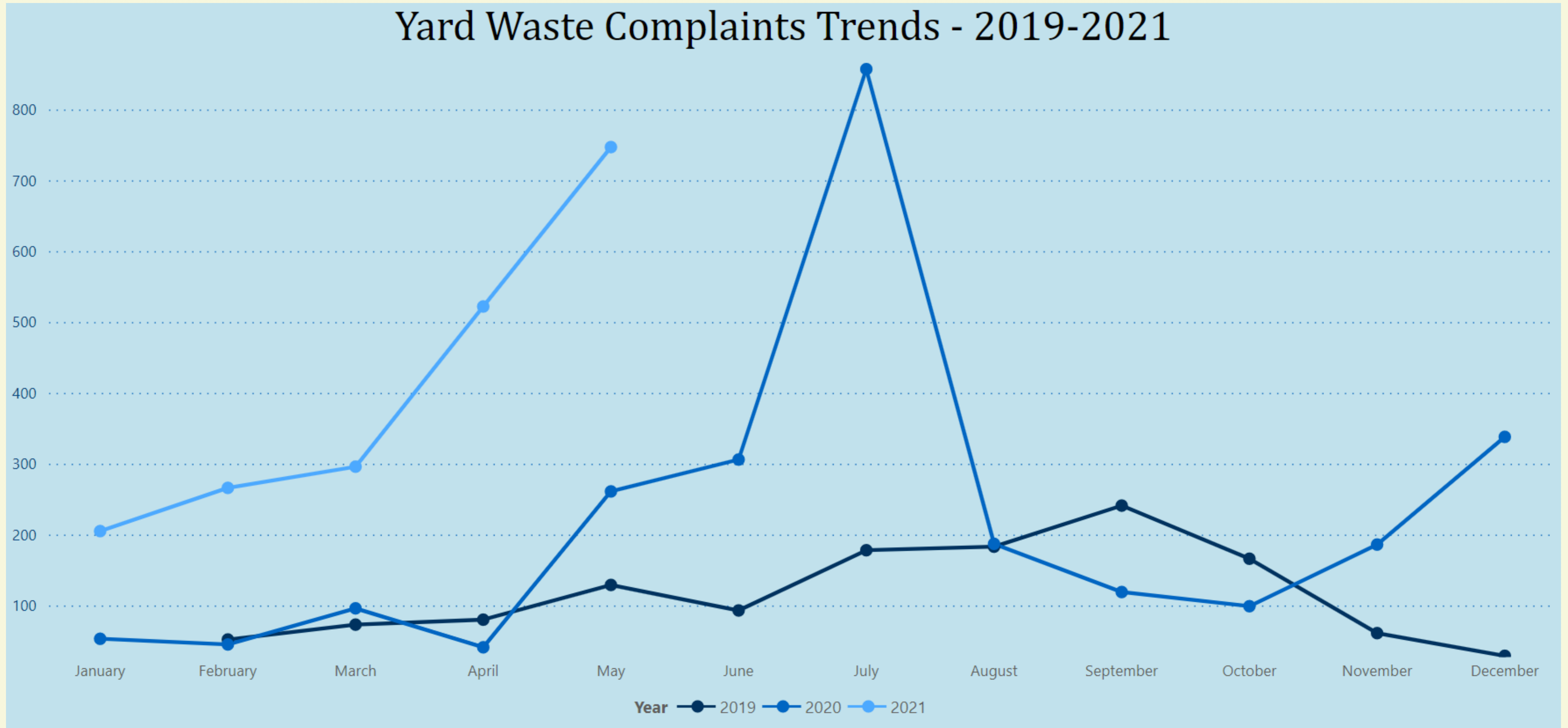
Recycling Complaints

Recycling Complaints Trends - 2019-2021

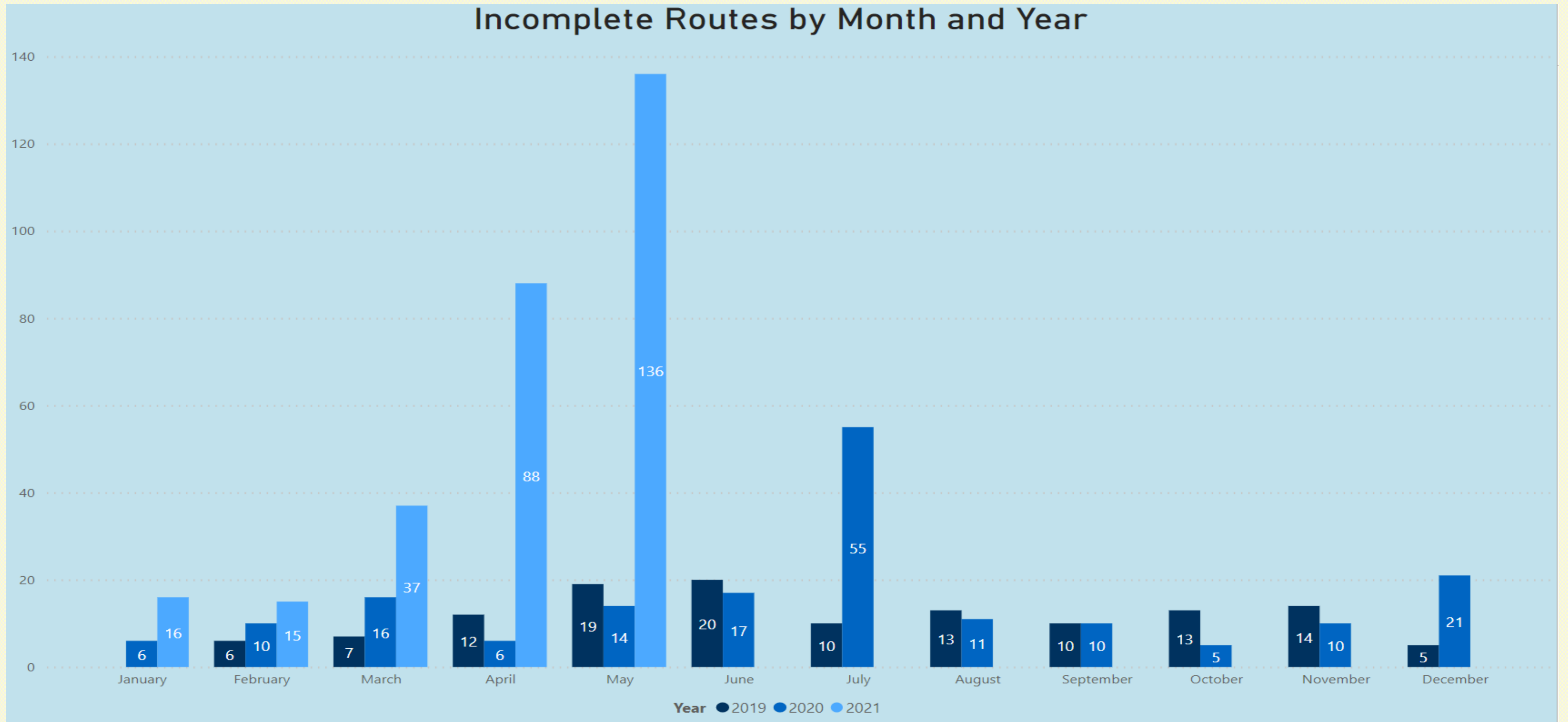


Yard Waste Complaints

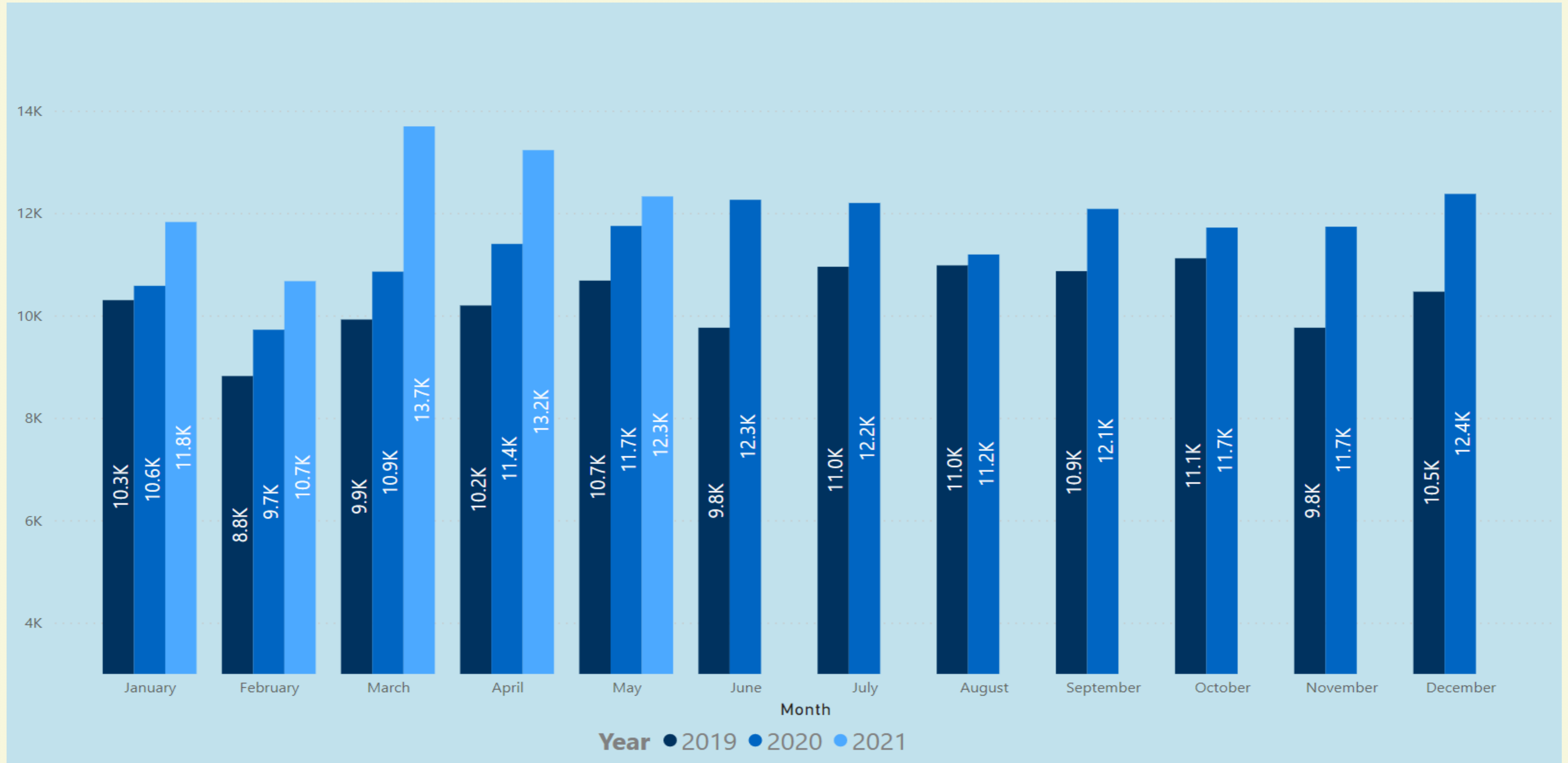
Yard Waste Complaints Trends - 2019-2021



Incomplete Routes by Month and Year



Total Tonnage by Month and Year



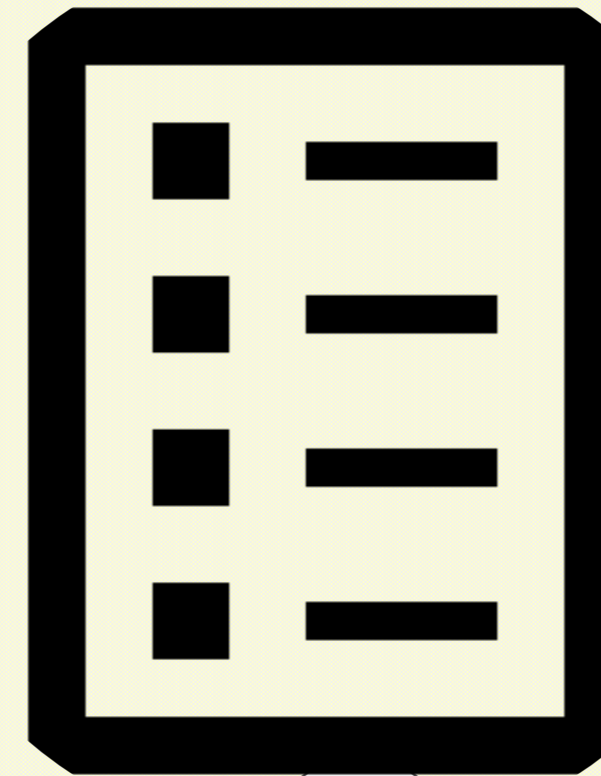
Actions Taken by Staff

Solid Waste Division



Third-Party Consultation

- Several consultation sessions with Kessler Consulting Inc. in order to analyze Waste Pro deficiencies and create alternative solutions for improvement.



Proposed Solid Waste Ordinance Changes

- NSD will propose three changes to Section 50 of the Solid Waste Ordinance that would address the issue of bulk piles throughout the City. Ordinance changes would be contingent upon Waste Pro providing concessions designed to improve service.



Solid Waste Education Initiatives

- The Solid Waste Division has recently contracted the Behavioral Insights Team (BIT) to utilize behavioral science to study resident's behavior as it relates to the management of the City's solid waste collection.



Proposed Solid Waste Ordinance Changes

Moveout/Eviction Piles

- Ordinance would be updated to require moveout & eviction piles that exceed 6 cubic yards in size to be placed in a mechanical container for collection at the property owner's expense.

Yard Waste Piles

- Ordinance would be updated to restrict homeowners from placing yard waste piles larger than 4 cubic yards out for collection.

Construction & Demolition Piles

- Ordinance would be updated to include a size restriction of 2 cubic yards for Construction & Demolition debris set out for collection.



Staff Recommendation

Request that the Council hear the updates from staff and Waste Pro and direct staff to return to Council with a first reading of the attached draft ordinance while working with Waste Pro on updating the Franchise Agreement as necessary for consistency with said ordinance.





Questions, Comments & Discussion