Garbage and Recycling Program

Jennifer Nguyen Moore
Public Works Project Coordinator
September 12, 2017
Historical Timeline

- **Late 2012**
  - Began the discussion during the Solid Waste Management Plan

- **October 2014**
  - Formally moved forward with organized collection

- **November 2014 – April 2015**
  - Negotiations with seven existing residential Haulers

- **February 2015**
  - Organized Collections Options Committee (OCOC) formed
Historical Timeline

- Spring 2015
  - Acceptable proposal from haulers submitted
- June 1, 2015 Public Hearing
- June 22, 2015 City Council Decision
  - City Council approved moving forward with organized collection
- December 21, 2015 City Council
  - Services Contract Signed
- October 3, 2016
  - Start date of organized collection
City Priorities for Organized Collection

- Social
- Environmental
- Economic
Organized Hauling Priorities

- Social
  - Provide Access to Solid Waste Services to all Residents
  - Reduce Truck Noise and Litter
  - Improve Safety
Organized Hauling Priorities

- **Environmental**
  - Improve Recycling, Composting and Waste Reduction
  - Diverting Solid Waste From Landfills
  - Reduction of Trucks on the Road
  - Enhance Public Education and Awareness

- **Economic**
  - Improve Value of Services
  - Minimize City Staff Resources Devoted to Solid Waste Administration
  - Promote Local Economic Development
  - Reduce Road Wear Impacts
Contract details

- Hired Foth Consulting
- Followed MN Statute 115A.94
- Consortium model with seven haulers (Bloomington Haulers, LLC)
- Identified hauler market share
- Determine desired scope of services
- Identify collection schedule and hauler zones
- Include liquidated damages
- Five year contract with option to renew
## Program Summary

<table>
<thead>
<tr>
<th>Hauler</th>
<th># of Accounts</th>
<th>% of accounts served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aspen</td>
<td>2,168</td>
<td>9.9%</td>
</tr>
<tr>
<td>Nitti</td>
<td>2,508</td>
<td>11.48%</td>
</tr>
<tr>
<td>Randy’s</td>
<td>1,464</td>
<td>6.70%</td>
</tr>
<tr>
<td>Republic</td>
<td>7,564</td>
<td>34.63%</td>
</tr>
<tr>
<td>Vierkant</td>
<td>298</td>
<td>1.36%</td>
</tr>
<tr>
<td>Waste Management</td>
<td>7,842</td>
<td>35.9%</td>
</tr>
</tbody>
</table>
Services Offered

- Serve 22,000 households
- Weekly garbage collection
- Every other week recycling collection
- Yard waste collection (subscription or on call)
- Bulk materials and electronic waste collection
- Organics blue bag program to be determined
- Curbside Cleanup Program
- Door-Step Collection
- Opt out option
Inclusive of taxes and fees
Charged every other month
Billing handled by City Utility Billing
2% increase in rates years 3 and 5 of contract
Pricing Continued

- **Yard waste subscription**
  - Full subscription (Apr. 15 - Nov. 30): $79.50
  - First year partial season (Aug. 1 – Nov. 30): $49.75
    (Only available to new residents who move in mid-year)
  - On call: $4 per bag (for non-subscribers)

- **Offered at additional costs**
  - Bulk materials and electronic waste
  - Extra collection and return trip fee
  - One additional yard waste container
Implementation Process

- Termination of existing contracts
- Refunds provided to resident from haulers
- Hauler coordinated cart swap
- Internal staff training
- Staffing
  - Public Works staff manage program and high-level customer service issues (1 FTE, 3 temporary FTE)
  - Utility Billing staff manage new customers, billing and customer service (4 FTE)
- Education and communication
Communications

- Bloomington Briefing
- 10% of Households Signed up with E-subscribe (2,211 Subscribers)
- Bloomington Today
- Promotional Videos
- Social Media: Facebook, Twitter, Nextdoor
- Website
Enforcement

- Biweekly Consortium and City meetings
- Liquidated Damages
  - Damages are deducted in payment to Consortium
  - Issued directly to offending Consortium member
Types of Liquidated Damages Issued:

- Not providing information indicating why service is refused
- Not notifying City completion of request within 7 business days
- Not returning containers to original location
- Not complying with cart management
- Not cleaning equipment
- Not collecting materials or coordinating collection within 24 hours of notification
- Missing a block of homes
- Failure to complete 50% or more of pickups within a zone
Challenges of First Year of Implementation

- **Process**
  - Contract development
  - Interpreting contract details
  - Contract and ordinance modifications

- **Data**
  - Inaccurate data supplied to City negatively impacted billing for yard waste
  - Field auditing and database reconciliation

- **Operations**
  - Cart swap process
  - Every other week recycling collection
Challenges of First Year of Implementation Continued

- **Expectations**
  - Developing relationships with the hauler leadership and customer service staff
  - Differing levels of customer service expectations with haulers and City
  - Organics program not established

- **Accountability**
  - Holding haulers accountable with current contract requirements
Challenges of First Year of Implementation

- **Staff Involvement**
  - Underestimated challenges of managing a contract with consortium model
  - Staffing for customer service
  - Still experiencing large volume of calls and customer service follow up
  - Limited staffing for program administration resulting in limited time for resident education
Recommendations

**Process**

- Follow MN Statute 115A.94
- Pursue Request for Proposal option
- Spend time creating contract that works for your needs
- Consider if billing should be handled by hauler or city

**Contract Development**

- Consider clearly defined “opt out” options or decide if option is necessary
- Establish specific and strict liquidated damages to ensure accountability
Recommendations Cont.

- **Contract development cont.**
  - Clearly identify all costs
  - Require hauler reporting: i.e. tonnage, service issues
  - Require regular meetings with haulers and annual progress report meetings

- **Implementation**
  - Designate adequate staff to conduct work
  - Create a comprehensive education and outreach plan to promote program
  - Require detailed plan of cart exchanges
Questions?

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Organics Recycling
Tonight’s objectives

- Introduce the basics of organics recycling
- Inform the Council of new goals established by Hennepin County related to organics recycling
- Present five options on how to proceed with organics collection
What are organics?

- All food waste
- Non-recyclable paper (not coated with plastic)
  - Paper towels, napkins, and tissues
  - Pizza boxes and paper egg cartons
- Certified compostable products
Why discuss organics?
Why should we compost?

- Reduces landfilling
- Reduces greenhouse gas emissions
- Conserves natural resources
- Protects our air, land, and water
- Prevents pollution
- Improves public health
- Supports the economy
What’s left in the trash?
Hennepin County conducted a waste sort study last year.
Organics are the most common material in the trash

<table>
<thead>
<tr>
<th>Material</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food waste</td>
<td>19.0%</td>
</tr>
<tr>
<td>Very small items (&lt; 1/2&quot;)</td>
<td>6.3%</td>
</tr>
<tr>
<td>Compostable paper</td>
<td>5.7%</td>
</tr>
<tr>
<td>Diapers &amp; hygiene products</td>
<td>4.9%</td>
</tr>
<tr>
<td>Pet waste</td>
<td>4.9%</td>
</tr>
<tr>
<td>Treated wood, plywood</td>
<td>4.3%</td>
</tr>
<tr>
<td>Yard waste</td>
<td>4.2%</td>
</tr>
<tr>
<td>Non-recyclable plastic film</td>
<td>3.8%</td>
</tr>
<tr>
<td>Non-recyclable paper</td>
<td>3.0%</td>
</tr>
<tr>
<td>Non-recyclable durable plastic</td>
<td>2.7%</td>
</tr>
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</table>
What happens to it?
It’s different from backyard composting.
Industrial Composting

- Organics are taken to industrial composting sites
- Heat + water + air + time break things down
- It is sifted for non-organics, ground up, and stacked into piles.
- It sits in piles that are monitored for heat and aerated
- Industrial compost vs backyard compost
What is compost used for?

- Shoreline restoration
- Gardens and golf courses
- Erosion control
Benefits to Residents & Businesses

- Significantly reduces trash
- Creates a valuable resource: compost
- Decreases environmental costs of trash
Cities with Citywide Organics

- Minneapolis
- St. Louis Park
- Wayzata
- Medina
- St. Bonifacius
- Medicine Lake
- Osseo
- Maple Plain
- Loretto
Hennepin County is shifting more funds to organics
# Organics Collection Options

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<tr>
<th>OPTION 1</th>
<th>Require all haulers to offer organic collection by ordinance.</th>
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<td>OPTION 2</td>
<td>Develop a pilot program with the County to offer all haulers an incentive to offer organics collection.</td>
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<td>OPTION 3</td>
<td>Establish an organics drop off site(s).</td>
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<td>Organize hauling and require organics collection by contract.</td>
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# Option 1: Require All Haulers to Offer Organic Collection by Ordinance

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<tr>
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<th><strong>Cons</strong></th>
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<tr>
<td>Easy &amp; quick.</td>
<td>No control of prices.</td>
</tr>
<tr>
<td>Helps retain recycling grant funds from County.</td>
<td>Not available for apartment dwellers.</td>
</tr>
<tr>
<td>Low cost to City (City mails out educational materials to residents, County provides the materials).</td>
<td>No incentives for users.</td>
</tr>
<tr>
<td>Available to all single-dwelling residents.</td>
<td>Potential lawsuits.</td>
</tr>
<tr>
<td></td>
<td>Collection system could vary between haulers, making it confusing to users.</td>
</tr>
</tbody>
</table>

**Other**
- City mails out educational materials to residents.
- County provides the materials.
- Organics can be co-collected with trash.
**OPTION 2: DEVELOP A PILOT PROGRAM WITH THE COUNTY TO OFFER ALL HAULERS AN INCENTIVE TO OFFER ORGANICS COLLECTION.**

| PROS          | • Leverages County financial support.  
                 • Helps to retain recycling grant funds from County. |
|---------------|--------------------------------------------------------------------------------|
| CONS          | • No incentives for users.  
                 • Temporary. |
| OTHER         | • Define area served.  
                 • Requires meeting with haulers.  
                 • County may provide finished compost to residents. |
**OPTION 3: ESTABLISH ORGANICS DROP-OFF SITE(S).**

| **PROS** | • Leverages County financial support (may provide help with start-up costs).  
          | • Helps retain recycling grant funds from County.  
          | • No cost to residents.  
          | • Less contamination.  
          | • Provides opportunity for apartment dwellers.  
          | • Good community introduction to organics collection.  
          | • One hauler.    |
|----------|---------------------------------------------------------------|
| **CONS** | • Participation much less than curbside pickup.  
          | • City operational costs.  
          | • Messy.               |
| **OTHER** | • Consists of a dumpster and service from one hauler.  
             | • Can be combined with options 1, 2, or 4.  
              | • Site selection.  
              | • Multiple sites?  |
### OPTION 4: ORGANIZE HAULING AND REQUIRE ORGANICS COLLECTION BY CONTRACT.

| PROS | • Potential lower cost to residents.  
      | • Higher participation rate.  
      | • Fewer trucks on streets.  
      | • Helps to retain recycling grant funds from County.  
      | • Best environmental choice. |
|------|-------------------------------------------------------------------|
| CONS | • Organized opposition.  
      | • Takes time to accomplish.  
      | • City cost to administrate contracts. |
| OTHER | • Consider organizing recycling/organics only. |
## OPTION 5: DO NOTHING

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<td>• Least controversial.</td>
<td>• Loss of County recycling funds.</td>
</tr>
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<td>• Environmental opportunity cost.</td>
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