

Lafayette Curbside Single-Stream Recycling & Trash Program: A Bid Process

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How did Lafayette get here?

- Waste Reduction Advisory Committee (WRAC)
- 2005/2006 Council Goals
- Price discrepancy – HOA's vs. Non-HOA's
- Eco-Cycle – Big Help (Caroline Mitchell & Eric Lombardi)
- Bill Hayashi, Assistant City Attorney (CRS 30-15-401)
- RFP
- Meeting with Trash Haulers – Constitutional Rights
- Public Hearing – August, 2006
 - +150 citizens, 4 Hours long, 6 Proposals

How did Lafayette get here?

- Western Disposal Services of Boulder lowest responsible bidder (Pay-As-You-Throw)
- Costs – 32 Gallon Trash Cart = \$5.99/month
- - 64 Gallon Trash Cart = \$11.98/month
- - 96 Gallon Trash Cart = \$17.97/month
- Recycling = \$1 per month (Pays for the Cart)
- Itemized on the Lafayette Utility bill
- Council OK – Proceed with Contract Negotiations

How did Lafayette get here?

- Waiting for Single-Stream Recycling at the Boulder County Recycling Center.
- Recycle carts – Lease/Purchase with Boulder County – City owns Carts (key issue)
- Communication with Citizens – Two rounds with 100% bi-lingual.
- “Talking Trash” with citizens
- Two Open Houses with translator



How did Lafayette get here?

- Trash and Recycle Carts delivery the week of September 24th. Toter did a great job!
- Program started October 1st, 2007
- The Phone Calls
 - For about six weeks – 40 a day
 - Explain, explain & explain some more
 - Dealing with the people that do not read newspaper, city newsletter or their mail!
 - We are idiots and communists!!!

Goals of Program

- Recycling – No historical data
 - Will now know monthly tonnage of recyclables and trash, by route.
 - Will receive revenue based on market pricing
 - This is a global market
- Heavy Trash Trucks off roads and alleys
- Cost Equalization – HOA's vs. Non-HOA's
- Provide Revenue for new Environmental Services.

Details

- Lots and lots of details
- Billing systems
- HOA's were exempt from program – Had to distinguish households
- Found errors in billing system – multi-family
- Many meetings

Problem Area

- Mobile Home Parks
- Two Haulers raised questions
 - They are an HOA
 - They are Commercial Accounts
- One Hauler refused to stop service in a MHP

Ordinance

- Mandatory – You can choose not to participate and dispose of your trash in some other fashion but you will still be billed for the service + recycling.
- Tied to Water Service portion of the Utility Bill.
- Failure to pay for Trash/Recycling portion is applied to Water Service – Shut off of Service
- HOA's with trash/recycling exempt.

Contract

- Financial disincentives for poor customer service
- Monthly Customer Service Report
- 5-Year contract – Re-bid in 2012
- Annual Price Increase tied to Denver-Boulder-Greeley All Urban CPI (2.2% increase 7/1/08)
- Reporting of Customer complaints and trash/recycling tonnage.
- Hauler handles all customer service.

Value-Added Service

- One free bulk pick-up per quarter.
- Citizens contract with Western directly for additional bulk pick-ups.
- Extra trash bag pick-up with sticker (\$3 per sticker).
- **Key Item:** Change trash cart level of service on the first of any month with advance notice.
- Extra recycle carts for free.
- Calendar sent to each customer with schedule of pick-ups and holidays.
- Extra 96 gallon trash carts @ \$1 per month each.
- Requirement: Trash cart lid must shut.

RESULTS

- Thru November, 2008 (13 months of data):
 - Averaging 28.4% Diversion Rate
 - Generated almost \$21,000 in revenue (avg. 140 tons/month)
 - Gate Fee = \$20/ton Single Stream (was \$7/ton)
 - Cart Distribution (5,000 customers) =
 - 18% have 32 gallon trash cart
 - 62% have 64 gallon trash cart
 - 20% have 96 gallon trash cart

IMPACTS

- Approximately \$15,000 start-up costs.
 - Two mailings (bilingual), utility billing programming, translator, stickers, warehouse lease, etc.
- Full-time job for myself and Utility Billing Clerk for about 6 months prior to roll-out.
 - About 40% duty for me for about a year and half.
- Two months of intense customer service after roll-out.
- 9.5% increase in monthly time for Utility Billing Clerk (Verify billing from hauler, downloads to utility billing, few phone calls, etc.)

NEXT STEPS

- Report back to Council in early 2009 on first year results.
- Begin discussions with Council about including HOA's in City program (Six month notice to haulers) or modify City code requiring PAYT rates and reporting of monthly data.
- Future = Third container for curbside pick-up of organics.

Conclusions

- This was new, fun and challenging
- Team effort – Eco-Cycle, Boulder County, City Staff (Utility Billing), City Attorney, City Council and Western Disposal.
- Western Disposal's commitment (Gary Horton, Bryce Isaacson and the great staff at Western)
- Something that every municipality in Colorado will need to face
- Many, many Pros & Cons
- But the right thing to do.....