



PUBLIC WORKS – SERVICE OPERATIONS

DATE: October 18, 2016
FROM: Jeff Heintz, Director of Service Operations 
ITEM: Discuss Implementation Time Line for the Recommended Changes to Solid Waste Collection

REQUEST

Discuss the proposed changes to the Solid Waste Collection division of Public Works.

Please place this item on the October 25, 2016 City Commission meeting.

BACKGROUND INFORMATION

HDR Engineering studied the Bismarck Public Works Solid Waste Collection activities and presented their findings at the September 27th 2016 Commission meeting. The Commission requested that a timeline for implementation be developed and brought back to them for discussion. This timeline is the result of that request.

Bismarck Collection Services

Phased Approach Outline

Phase 1 – (for immediate implementation)

1. Implement four-day work week for curbside service (includes rebalancing routes) January 2017
 - 1.1. Review proposed route boundaries to determine least impact to customers, fall 2016
 - 1.2. Notify customers of change, in advance fall and winter of 2016
 - 1.3. Train drivers on new routes
2. Implement quarterly voucher system for residents to dispose at landfill for free (within weight limit)
 - 2.1. Determine mechanism for enforcement/ verification
 - 2.2. Determine administrative approach and steps for implementing (e.g. send vouchers out with utility bill) Spring of 2017

3. Perform more detailed analysis for alley customers that could be served with fully automated collection service
 - 3.1. City staff evaluate alleys during 2016-2017 winter
 - 3.2. Estimate how many alley customers could actually be moved to fully automated
4. Perform a detailed evaluation to optimize dumpster service (HDR to assist) April 2017
 - 4.1. Ride along with trucks on dumpster routes for two weeks
 - 4.2. Observe/estimate how full the dumpsters are at each stop
 - 4.3. Observe where front-load dumpsters could feasibly be used instead of rear-load (hook)
 - 4.4. "Right-size" dumpster size and/or frequency of service
 - 4.5. Notify property owners of changes to service and any price changes
 - 4.6. Adjust billing to reflect "Right-sizing" and frequency
 - 4.7. Move as many dumpsters to front-load collection as possible
 - 4.8. Rebalance dumpster routes accordingly Summer of 2017

Phase 2 – (implement after Phase 1)

5. Conduct cost of service study
 - 5.1. Use real-time data after Phase 1 changes have been implemented to capture accurate cost data
 - 5.2. This will help in rate setting for volumetric rate system
 - 5.3. Complete this by June of 2017 for consideration by Budget committee and full Commission
6. Implement volumetric rate approach with fully automated collection wherever possible
 - 6.1. Public outreach well in advance of the change, starting fall of 2017 if approved by budget committee and full Commission
 - 6.2. Survey residents on cart size preference to gage number of carts to order in each size in late fall and winter of 2017
 - 6.3. Cart and vehicle procurement, January of 2018
 - 6.4. Deliver new carts in spring of 2018
 - 6.5. Assess labor adjustments (e.g. current garbage collectors could be used for future yard waste or bulk collection service)
7. Implement fully automated alley collection where feasible in 2018
 - 7.1. Rebalance routes as appropriate
 - 7.2. Train drivers
 - 7.3. Include cart and vehicle procurement with step 6 above
8. Implement seasonal curbside yard waste collection service
 - 8.1. Voluntary, no additional cost
 - 8.2. Roll out in Spring/Summer of 2018
 - 8.3. May be opportunity to use larger carts traded in for smaller carts on garbage service
 - 8.4. Cease operating yard waste drop-off locations in 2018
9. Implement call-ahead bulk waste curbside collection service for 2018
 - 9.1. Determine appropriate equipment needs in 2017 and include in budget process (e.g. skip loaders and flatbeds or clamshell trucks)
 - 9.2. Provide cost analysis to budget committee and full commission summer 2017
 - 9.3. Equipment procurement 2018
 - 9.4. Provide service spring of 2018

RECOMMENDED CITY COMMISSION ACTION

Request that the Commission review the proposed changes and discuss and provide recommendations during commission meeting.

STAFF CONTACT INFORMATION

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