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**CITY OF KELOWNA**

**MEMORANDUM**

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**Date:** October 30, 2007

**File No.:** 5360-00

**To:** City Manager

**From:** Environment & Solid Waste Manager

**Subject: Garbage Fee Increase: Solid Waste Management Regulation Bylaw No. 9570 – proposed change to Schedule “B” (Garbage Collection Fees) and Curbside Pilot Program Update**

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**RECOMMENDATION:**

THAT Council approve the proposed fee changes for garbage and yard waste collection as outlined in the Environment & Solid Waste Manager's Report dated October 30, 2007;

AND THAT staff be directed to bring forward the necessary amending bylaw for Council's consideration;

AND FURTHER THAT Council receive the curbside pilot program update as outlined in the Environment & Solid Waste Manager's Report dated October 30, 2007.

**Background and Update:**

At the Council meeting on Oct. 1, 2007 Council authorized staff to proceed with automated curbside garbage collection; to report back periodically on costs and planning, and to detail any cost increases for the 2008 Solid Waste Budget. The Automated Collection Report also detailed the timeline required to get automation in place and the probability of an interim contract or contract extension to the existing garbage and yard waste collection contract.

Staff has reviewed the Waste Management proposal for extension and recommend acceptance of the contract pricing which would see garbage fees increase by \$8.57 for the 6 month period in 2008 (July to end of Dec.) and yard waste fees (3 pick-ups) set at \$2.50 per pick-up for that same period (attach 1). By-law 9570 Schedule B rate would increase from \$50.35 to \$58.92. The fee adjustment for garbage would carry over into 2009 until a new automated collection contract is in place.

Curbside Update: At this time City of Kelowna Purchasing Dept is drafting the RFP for the automated curbside service contract and also investigating cart tender documents from other cities. The automated curbside pilot program is well underway with

widespread acceptance even for the yard waste component (attach 2). A survey of recycling and waste practices was also undertaken and there were some very interesting results (attach 3).

Most residents frequent the landfill many times during the year for both garbage and yard waste hauling. As well most residents would prefer more frequent pick-up of yard waste at curbside.

**INTERNAL CIRCULATION TO:**

CoK Purchasing Manager,

**EXTERNAL AGENCY/PUBLIC COMMENTS:**

Waste Reduction Office:

Memo from Regional Waste Reduction Manager dated October 26 (Attachment 2).

Memo from Regional Waste Reduction Manager dated October 23 (Attachment 3)

**EXISTING POLICY:**

Bylaw No 9570

Considerations not applicable to this report:

LEGAL/STATUTORY AUTHORITY:

LEGAL/STATUTORY PROCEDURAL REQUIREMENTS: N/A

PERSONNEL IMPLICATIONS: N/A

TECHNICAL REQUIREMENTS: N/A

ALTERNATE RECOMMENDATION: N/A



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Environment and Solid Waste Manager

Approved for inclusion:  
John Vos  
Director Works & Utilities

Attach 1: COK Letter to Waste Management

Attach 2: Pilot Program Results

Attach 3: Waste Survey



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October 23, 2007

Waste Management  
350 Beaver Lake Road  
Kelowna BC  
V4V 1S5

Attention: Tim Teeple  
District Manager

Dear Mr. Tim Teeple:

Re: Contract Proposal for Garbage and Yard Waste for 7 months dated September 28, 2007

On September 28, 2007, Waste Management proposed the following pricing for a seven (7) month period starting July 1, 2008:

Garbage	\$ 4.26 per household per month
Yard Waste Pick Up	\$ 2.50 per household per pick up

The City of Kelowna will be recommending this pricing to Council for the 7 month period from July 1, 2008 to January 30, 2009. The same terms and conditions of the contract signed June 6'2003 will cover this contract period.

The City would like to include in the term three(3), 1 month optional extensions to this interim contract to ensure that there is no risk of service disruption.

We are completing the contract documents based on the above. Please contact me by Thursday October 25<sup>th</sup> if you have any concerns. If we do not hear from you by this date, we will finalize the contract documents and send to your office for execution.

Regards,

  
M. MacGillivray  
Manager, Purchasing and Stores

Cc: Mark Watt, Environment and Solid Waste Manager



## Report Solid Waste Technical Committee

From: Carol Suhan, MBA  
Regional Waste Reduction Manager

Date: October 26, 2007

Re: Update on Automated Collection Pilot Project

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The pilot project, designed to test the preference of the size of waste carts and the level of acceptance of an automated waste collection system and bi-weekly yard waste collection commenced the week of September 17<sup>th</sup>. Five hundred and five homes in the Glenmore, Westside and Peachland areas were chosen with preference for areas that potentially posed challenges for an automated collection system like high-density multi-family homes, homes on large lots, steep hillsides and with long drive-ways, and businesses (in Peachland).

The following are some of the highlights of the program so far:

- The carts were delivered within two days to the 505 homes without incidence. Staff and volunteers spoke directly with the majority of the participants when the carts were dropped off and most were excited to be part of the program. Several dozen participants said they had automated collection while living in other communities and were pleased to see that it was being tested locally. Some homeowners living in multi-family complexes informed the drop-off team that there were too many carts, however all agreed to keep some carts and participate. About 10 other homeowners expressed anger about the system but when staff went to retrieve the carts, all had changed their minds and wanted to continue participating in the program. Several homeowners apologized for their initial reactions.
- Two homeowners living on large lots (long driveways), although not upset with the new system, found the carts too cumbersome. Staff retrieved the carts and the haulers are collecting bagged waste from these homes. (Neither homeowner was interested in the yard waste collection because they compost their yard and garden waste.)
- Staff underestimated the desire for yard waste collection causing a shortage of bins. Rollins Machinery was able to provide an additional 28 used carts, which staff "made into" yard waste collection carts.

- Since program initiation, there has been only one complaint: one garbage cart was not completely emptied and a bear got into the remaining garbage. The hauler returned to collect the missed waste; there hasn't been a problem since.
- Staff has received about a dozen unsolicited calls and emails from pilot project participants praising the system. Some of the comments include:
  - "BEST THING SINCE SLICED BREAD...This is such a time saver.... Well worth the 25 or 30 dollars a year, I would go as high as 50." – Ross Wightman, Yates Road
  - "I love the program... yard waste collection and not having to use plastic bags is great. I strongly support this program." – Bill Rice, 5606 Beach
  - "We love it. The yard waste collection is so convenient, and not having to buy bags is good too." Mike Cain, Caledonia Way
- Staff also received five calls and three emails complaining about the system, but none of the complainants are part of the pilot program. Most of those callers were seniors: one complained about the slowness of the trucks (the semi-automated trucks are much slower than fully automated trucks that would be used for full program implementation) and others were concerned about future cost implications.
- About ten percent of the piloted households phoned to request a larger garbage cart and a few households requested larger recycling or yard waste carts. Due to a limited supply of carts, staff was not able to comply and told the homeowners they could put out extra bags of garbage if needed. The haulers have reported less than a half dozen extra bags per collection (less than 2% of homes).
- Although the data collection is only for five weeks, the following are the volumes of materials collected on a monthly basis. If these volumes of collection continue we could expect:
  - A nine percent decrease in garbage collected (other communities report an average 20% decrease)
  - A 165 percent increase in yard waste collected (about the same as other communities)
  - A 48 percent increase in recyclables collected (other communities report an average 35% increase)

**Pilot Project Waste Comparisons Per Household Per Month**

	All Homes		Pilot Project	
Garbage	47	kgs	44	kgs
Yard waste	6.6	kgs	15.8	kgs
Recyclables	15.4	kgs	22.8	kgs

(The 'All Homes' yard waste data is based on Lake Country's Sept. collection.)



## Report Solid Waste Technical Committee

From: Carol Suhan, MBA  
Regional Waste Reduction Manager

Date: October 23, 2007

Re: Summary of Pilot Project Initial Survey (Base Data for Study)

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The objective of the pilot project is to test the preference of the size of waste carts and the level of acceptance of an automated waste collection system and bi-weekly yard waste collection. In order to determine residents' levels of interest and attitudes, survey tools are being used. The first survey, which provides the baseline data for future comparison, was mailed to all participants within the pilot project area in late August, prior to the program commencing.

The participating residents did not know their communities had been chosen for the pilot project beforehand so the results of the survey aren't affected by prior knowledge. Of the 505 households that received the survey, 229 responded. The results of the survey are considered to accurate +/- 5%, 19 times out of 20.

The following are some of the highlights of the first survey:

- 94% of respondents always or usually use curbside recycling collection
- 93% of respondents always or sometimes use a recycling depot
- 45% of respondents never compost
  - 25% compost most organic waste regularly
- 21% of respondents never use yard waste collection
- 38% of respondents put out less than one bag of garbage per week
  - only 3% regularly use tag-a-bags for extra bags
- 61% of respondents are very satisfied with garbage collection and 37% are somewhat satisfied.
- 81% of respondents take garbage to the landfill for disposal several or more times per year
  - 12% take garbage to the landfill six or more times per year
- 12% of respondents are dissatisfied with the recycling program
  - 90% of those respondents would like glass to be included in the blue bag program
- 63% of respondents are very satisfied or satisfied with yard waste collection
- 81% of respondents would like increased frequency of yard waste collection
  - 33% of respondents would like weekly yard waste collection
  - 17% would like bi-weekly collection

- 31% would like monthly collection
- 86% of respondents often or occasionally drop-off yard waste at the local landfills
  - 22% more than six times per year
- 90% of respondents would use bi-weekly yard waste collections services if offered
  - 69% would be willing to pay \$25/year for bi-weekly collection
  - 50% would be willing to pay \$35/year for bi-weekly collection
- 26% of respondents regularly reference the Living Greener calendar for waste info
- 23% of respondents regularly reference the Internet for waste info