

COMMITTEE'S IDEAS FOR NEXT PHASE OF CITY GARBAGE PROGRAM

(The + at the end of lines show how many people supported that idea, in addition to the original writer)

OPT OUT/CART SHARING

In Favor of Opt-Out options

- Garbage Reduction should be over-riding Goal
- Allow multifamily to share carts (no minimum mandated number of carts) +++
Decreasing the number of carts at a property enhances the neighborhood
- Allow neighbors in single family homes to share carts +++++
- Allow Zero wasters to opt out ++
If Zero-Wasters opt out they pay an additional year's Recycling fee
- Allow dumpsters (not carts) at multifamily properties or on a block if the Block organizes ++++
- Allow Townhouse/Homeowner Associations to opt in or opt out +++
- If there is overflow at cart-sharing property, City can require more carts as instructed by DSI
Alternate: If there is an overflowing trash issue and it is brought in front of Council they owner would lose ability to choose cart number/size
- If carts are empty, pricing should be reduced (Converse of overstuffed Carts or carts with lid open)
- Over 1/3 of residents voted for opt-out ++

Perhaps in favor of Opt-Out options

- Cart-sharing should be applied for, with a fee to pay for enforcement
- Allow multi-unit properties to have one cart per address

Not in favor of Opt-Out options

- It costs money to check to make sure properties are still cleaned up
- Everyone has some waste.
- Opt-out and cart share allows privileged residents to get a discount and creates inequality. New system which requires all to have carts is more equitable. Opt-out and cart share risks privileged will have knowledge and resources to use the system and will be subsidized.
- 62% of City voted for no opt-out

Comments Associated with Opt-Out

- If no Opt-Out then allow Service Holds for extended time +
- Both Opt-Out and Cart Sharing are both needed in new contract.
- Opt-Out should be required to show what alternative disposal will be
- Monthly and/or quarterly pickup should be offered

BILLING/CUSTOMER SERVICE

- Billing to be handled by City ++++++
- Don't see a need for City to be involved in billing
- Discount for yearly payment of bill
 - Alternate: Options for monthly/quarterly/yearly billing, with discount for
 - yearly "pre-paid bill"
- Automatic bill pay option
- If bills are sent to customers late – need process to avoid "late payment fee"
- Better website to order/pay for bulky disposal +++

- United customer service and billing function

- Only local contacts for billing/customer service issues ++
- City to handle all customer service questions and issues ++
- Multi-language assistance easily available +++
 - (Spanish, Hmong, Somali, Oromo, Koran, English)

- Walk-up service for seniors and anyone who requests it

NEXT CONTRACT MECHANICS

- Use Request For Proposals (RFP) ++++++
 - Let haulers compete
 - Include municipal collection option
 - Small hauls were able to sell their routes for good price – they had time to adjust or get out
- Winning <proposal> should have office/presence in Saint Paul for local help +
With pickups and questions
- Negotiate with existing Consortium
- What can haulers offer as a discount?
 - More teeth to Customer Service
- Open Meetings
 - Transparency to negotiations and/or contract details +++++
- Contract End date
 - Less than 5 years +++
 - Less than 3 years
- Need transparency of changing County fees and impact to prices

HAULER BUCKET LIST

- Make the City the hauler ++
 - Fewer complaints, City workers get benefits
 - Could be very expensive
 - Over time the City should look at being the hauler (generate revenue?)
- Local Customer Service +
- More teeth in contract to hold haulers accountable for service ++

BULKY ITEMS

- If bulky service is part of cart service pricing, give end-of-year rebate if not used + + + +
- Offer 1 bulky item pickup per address and let owners buy in for additional pick-ups (similar to yard wastes by-the-bag) +
- Opt-in to bulky item service (no pick-ups as part of cart service) + + + + +
- Increase number of bulky item pickups for all as part of cart service pricing
- If it is an incentive, there should not be a limitation on the number of bulky items
- There is a concern that bulky item pickups will not stop illegal dumping

- One day per year “curbside” pickup service across Saint Paul (similar to Bloomington) + + +
- Have same contract as Maplewood and other cities and include bulky items
- Allow one day per year pickup across Saint Paul as opt-in option
Concern was expressed for folks that can’t store bulky items for a whole year
- Don’t make it a seasonal pick up

- Need to define who is authorized to schedule pickup (owner, renter/tenant)

- Need an easier way to schedule a bulky item pickup + +
Better communication that program exists +
One number to call
Language Line
Consistent rules on how many hours/days to call ahead (48 hrs, 1 week?)
Tried to use it. The hauler kept asking what size the bulky was and then said it was too big

- Illegal dumping data summary is requested (2018 – 2021)

PROGRAMS OTHER CITIES HAVE WHICH THE COMMITTEE FAVORS

- Yard waste by the bag instead of whole year commitment +
- Stickers from City for yard waste by the bag or extra bags of trash
- Move garbage collection to City department vs. a trash business + +
- Single hauler/Municipal service citywide + + +
- All services for one price (single, inclusive, price for Yard waste, bulky, etc.) + + +
- Citywide bulky pickup days/weeks especially around colleges + +
- One-time collection at curb of all items (Bloomington) +
- Prices closer to Maplewood (lower) +

YARD WASTES

- Keep as separate option, a la carte ++
 - Not everyone uses it, many back-yard compost or use Ramsey Co. drop-off
- Have ability to pay per bag instead of full season (have both options) +
- Include yard waste in cost of full-service (not separate)
- Encourage more composting in yard or leaving clippings on the lawn

GREEN OPTIONS

- Electric Garbage Trucks
- Track and reduce vehicle miles travelled, including from hauler's garage to the service area
- Encourage less garbage by giving small container users a way better deal, Not have small container users subsidize the big container users
- City promote Reduce/Reuse/Recycle, NOT "Throw away more."
- Give incentives to reduce total waste ++
- Track total waste across City so we can accurately gauge waste reduction plans/goals
- Give \$\$ incentives to recycle
- City programs to encourage reuse (e.g., FreeCycle) +
- Include 4+ unit properties in next contract to reduce the number of trucks in neighborhoods
- Re-use/recycle of mattresses like Minneapolis Business (____) does
- When durable compostable bag program begins in 2023 compost will be taxed
 - Be transparent to community about this
 - Increase trash cart size to throw in compost bags? More \$ to haulers

COSTS – PRICING – SERVICES – SERVICE HOLDS – CASH FLOW (has duplicates of other pages)

- Charge by weight (If not much trash in cart give discount, since bill extra when lid is six inches open)
- Charge by volume so small carts do not subsidize large carts +++++
 - Example: 96 gallon \$50
 - 45 gallon \$25
 - 32 gallon \$18
- Small cart every-other-week should be half the cost of small cart every-week
- There is a minimum cost to garbage <service> that should be paid regardless of how much is thrown out
- Provide more information for new residents about cart sizes
- Abolish charge when cart lid is open six inches unless grossly overstuffed +
- Allow small cart every-other-week to call for temporary weekly or extra service for a fee
- Single family home extra cart should cost same as multifamily additional carts (e.g., each property has service fee plus fee for number of carts at property)
Explore 5+ unit service
- Give discount for one/year bill/payment
- Give discount if bulky program is not used
- Decrease overall costs for all
- Encourage waste reduction

- City should handle Customer Service/billing
- Require haulers to have Customer Service/Operations office within the City
- Remove need to give haulers reason for service hold and/or put service hold in place of opt-out when household creates small trash amounts
- Allow service holds even if dwelling is occupied (alternate for very small generators) +
- Service holds and opt-outs should remain separate. Service hold should not be used in place of opt-out
- There should be a written plan to hold or stop garbage temporarily that outlines:
 - What qualifies
 - How much is saved
 - When service is stopped and started

- The Administrative fees that the City charges on the property taxes are too high
- Break out the City Administrative Fee into categories
(Cart bond replacement Fee costs \$___; City Administration costs \$___;
Cash flow stabilization costs \$___)
- City budget:
 - \$___ - City Revenue (2018, 2019, 2020, 2021)
 - Where is the money spent?
 - Is the City in the red, in the black, break even for these funds?

- More programs/outreach for bulky program
- Allow apartment buildings to use bulky program, if have City service with dumpsters (instead of carts)