

Yes, Peoria Picks Up!

**City of Peoria
Solid Waste and Recycling**

**Annual Report
July 1, 2018 – June 30, 2019**

Completed: November 21, 2019



I. Program Overview

In 2018, a new Agreement was negotiated with Peoria Disposal Company (PDC) for the city of Peoria’s solid waste collection services for residential units (single-family residents through quadplex homes).

Summary of PDC Contracted Services from July 1, 2018, to June 30, 2019

- As of July 1, 2018
 - Yard waste collection extended mid-March to mid-December picked up weekly
 - One (1) City of Peoria trash cart picked up weekly
 - Unlimited bulky waste collection picked up weekly
 - PDC recycling cart \$50 deposit removed
- As of January 7, 2019
 - Up to two (2) PDC recycling carts picked up every other week at the curb
- As of April 1, 2019
 - Recycling pick up moved from curb to alley for alley collection neighborhoods and changed to the monthly collection for a trial period
 - Resulted in negotiations that began in June for a contract amendment
 - Contract amendment
 - “Effective August 5, 2019, all Recyclable Materials will be collected either curbside or in the alley at the same location where the Contractor collects the Residential Waste.”
 - There was a cost implication in order to have this contract amendment passed, as shown in the table below.

Cost for PDC Collection Services

Monthly Cost for PDC Services	Trash	Recycling	Yard Waste	Total PDC Cost per Month
Contract Year 1¹ (07/01/2018 - 06/30/2019)	\$6.21	\$1.78	\$3.10	\$11.09
Contract Year 2² (07/01/2019 – 08/04/2019)	\$6.38	\$1.83	\$3.19	\$11.40
Amendment³ (08/05/2019 – 06/30/2020)	\$6.38	\$2.42	\$3.19	\$11.99

¹ This **is only cost for PDC collection of Residential Units affected by amendment. Disposal Costs NOT INCLUDED.** There are other costs for the city of Peoria not included in this table including stacked condominiums collection, disposal costs, carts, cart management, program management, education, other solid waste collections (downtown) etc.

² The trash and yard waste cost increases did not change in the amendment. The increase to \$6.38 and \$3.19 from year 1, respectively, are in the original contract as the annual adjustment (2.75% annually). The recycling cost increase is from the new Unit Base Pricing cost sheet in the amendment and includes annual adjustment and increased service costs.

³ Increased cost for recycling due to amendment, a change from original proposal accepted by council in 2018 due to recycling pick up location for alley areas. In order to provide every other week, alley recycling, amendment increased costs for recycling, not every other week pick up.

II. Peoria Disposal Company (PDC) Results

List of Residents Served by Address

The city of Peoria has worked collaboratively with PDC to establish a list of residents served by this Agreement. The list will continually be updated to account for new homes, demolitions, etc. The number of Residential Units (single-family residents through quadplex homes) is 38,800.

The data marked with an asterisk (*) was provided by PDC.

*Number of Complaints**

2018 - Q3	2018 - Q4	2019 - Q1	2019 - Q2	Total
268	146	216	44	674 complaints

*Number of Calls Received**

2018 - Q3	2018 - Q4	2019 - Q1	2019 - Q2	Total
1,100	1,089	5,346	2,942	10,477 calls

*Residential Trash Disposal Tonnage**

2018 - Q3	2018 - Q4	2019 - Q1	2019 - Q2	Total
9,578	8,760	8,035	9,981	36,354 tons

*Recycling Tonnage by Material**

	2018 - Q3	2018 - Q4	2019 - Q1	2019 - Q2	Total Tons
Cardboard	197	187	253	265	902 tons
Mix Paper	224	214	288	303	1,030 tons
Aluminum	5	5	7	7	23 tons
Tin	10	9	12	13	44 tons
Mixed Plastic	31	30	40	42	143 tons
Residual	101	96	130	137	464 tons
Total	568	541	731	767	2,606 tons

*Yard Waste Tonnage**

2018 - Q3	2018 - Q4	2019 - Q1	2019 - Q2	Total
5,695	7,213	1,125	7,630	21,663 yards

Bulky Waste Tonnage*

PDC does not collect this information. On November 13, 2019, PDC reported an estimate of 50-60 bulky pickups per day, with the daily number increasing in spring and early summer.

Opportunities for Program Improvements*

- Improve coordination between PDC and City staff on general marketing and social media posts.
- Improve communication between Public Works and PDC on hard to service areas (streets/alleys) for improved public safety.
- Improve recycling education overall, especially recycling cart usage. Many residents throughout the city use these carts for trash and yard waste weekly. This is very confusing to our drivers and staff.
- Promote how good this program is with all residents/taxpayers.
- Improve process related to residents moving. When residents move, we need them to reach out to PDC to give notice of an address change. This will also improve routing and general account information for each unique address.
- Allow for residents to schedule a bulk pick up items online instead of calling or emailing.

Minority Workforce Composition*

All minority reporting data is provided by PDC⁴. PDC is meeting the contractual requirement of an 18% minority workforce. The Agreement includes an automatic renewal with a minority workforce minimum of 28% as one of three components.

	2018 - Q3	2018 - Q4	2019 - Q1	2019 - Q2
Black or African American	21%	21%	22%	22%
Hispanic or Latino	2%	4%	4%	4%
White	76%	74%	74%	74%

Life of equipment used as part of Agreement with age, make, and model*

PDC has provided a detailed list of equipment to the city. In total, PDC is using 15 packer trucks, nine side load trucks, and one front load truck.

III. City of Peoria Results

Trash Cart Management

Another primary change to operations is that the city took over management of city-owned trash carts and hired a trash cart technician to oversee maintenance, deliveries, warranties, and inventory of the trash carts and neighborhood trash cans. This also included the responsibility to

⁴ These numbers represent PDC employees that provide collection services to city of Peoria, and do not include material recovery facility (MRF) staff. The contractual requirement is an 18% minority workforce with a goal of maintaining 28% minority workforce for the duration of Agreement for those employees engaged in providing services listed in the Agreement.

educate the public and answer calls related to trash carts shifting to the city. During this reporting period, the trash cart technician completed 1,939 unique work orders.

Recycling Participation Rate⁵

Peoria’s recycling participation rate data reflects how many households have received at least one PDC recycling cart. Assumes 38,800 households in the city of Peoria.

	Number of Recycling Households	Recycling Participation Rate
As of July 1, 2018	10,717	27%
As of June 30, 2019	15,338	38%

Peoria is at the beginning of a new education campaign and while we have surpassed the national participation rate, looking at a community like Davenport, IA, provides a comparison. Davenport has a similarly structured single-stream recycling program but it has been in operation for longer. City of Peoria staff have learned from Scott County (Davenport’s location) about the launch of their program, participation, and other details.

	Population	Recycling Participation Rates
National – United States	321,000,000	34%
Peoria, IL	112,883	38%
Davenport, IA	102,320	60%

The goal is to achieve a 95% recycling participation rate by year 7 of the Agreement. The Agreement includes an automatic renewal with a recycling participation rate of at least 95% as one of three components. The city’s recycling goals per year are shown in the chart below.

	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
Recycling Participation Rate	38% (Actual)	55%	65%	75%	85%	90%	95%

⁵ These are participation rates, not diversion rates.

Communication Efforts

The Agreement specifies \$40,000 from PDC annually. This does not include city funds (Public Works Solid Waste Operations) or city staff time. The city ran a comprehensive advertising campaign for the launch of the new program resulting in the following impact shown in the table on the next page.

	Estimated Impressions
Outdoor billboards (one in each district)	6,234,900
CityLink buses inside/out	1,750,000
PJ Star – print advertisements	1,869,000
PJ Star – online advertisements	30,000
	9,883,900

The city also utilized its communication channels to disseminate information. Eight press releases were published to the city’s website and sent to local media, resulting in 29 news stories. Additionally, five videos were created and 62 posts were published through the city’s social media networks (Facebook, Twitter, Instagram, NextDoor).

PeoriaPicksUp.com was launched in Q3 2018 to be the one-stop resource for any solid waste collection information the residents need. It also is the primary place residents are directed to sign up for a recycling cart(s), sign up for a trash cart, and other forms have been added throughout the year as needed by the city. Results from the website are shown in the table below.

	Total
Website Pageviews	66,372
New Visitors	21,776
Blog Subscribers	176
Blog Posts	17
Recycling Cart Sign Ups Through Website	2,182
Trash Cart Sign Ups Through Website	524