



POLICY SESSION FOR SOLID WASTE SERVICES

City of Peoria

02/10/18



February 10, 2018 Public Policy Session



AGENDA

- Introductions
- Process Recap
- Existing Solid Waste Services
- Public Input
- RFP Process
- RFP Responses
- Council Considerations
- Questions

PROCESS RECAP

RECAP



BACKGROUND

- Current contract is the largest single contract for City of Peoria
- Current contract terminates June 30, 2019
- Solid waste services affects all residents and visitors to the City
- Nearly 40,000 units served

RECAP



TIMELINE

- Began July 2016 with public meetings
- Council Policy Session in May 2017 for policy direction
- Provide opportunity for multiple respondents
- Public survey helped to evaluate current solid waste services and provided mechanism for feedback
- Public input aided in RFP service components

COUNCIL DIRECTION

- Include broad spectrum of residents and multiple ways to provide feedback
- Cost effective and industry best management practices
- Explore continued private vs. potential public operations
- Previously presented public survey information to council on May 9, 2017

EXISTING SOLID WASTE SERVICES

RESIDENTIAL WASTE



RESIDENTIAL TRASH COLLECTION

- Every week pickup
- 35/65/95 gallon carts, same cost for all
- Just under 40,000 households

BULKY ITEMS

- Unlimited weekly pickup of bulky items

RECYCLING



RECYCLING COLLECTION

- Single stream recycling
- Subscription based service through PDC Services, Inc.
- Once a month pickup
- 95 gallon cart
- \$50 deposit required per recycling cart
- Approximately 25% of households subscribe

LANDSCAPE WASTE



LANDSCAPE WASTE COLLECTION

- Seasonal schedule April through December
- Weekly unlimited collection
- Resident owns container or uses approved bags
- Grass, leaves, tree limbs and brush

OTHER SERVICES



NON-RESIDENTIAL COLLECTION

- Stacked condos
- City buildings
- Peoria Public Schools

OTHER CONTRACTED SERVICES

- Neighborhood cleanup boxes
- Tire disposal
- Dead animals

DISPOSAL COSTS

- Disposal costs included as part of contract

Solid Waste Fees



Phased Solid Waste Fee Increases

- 2017 - \$14 per month / \$168 per year
- 2018 - \$17 per month / \$204 per year
- 2019 - \$18 per month / \$216 per year
- 2020 - \$19 per month / \$228 per year
- 2021 - \$20 per month / \$240 per year

PUBLIC INPUT



THROWING OUT IDEAS

*Gathering Public Input for
Solid Waste Collection*

METHOD



SURVEY

- Online, available on the City's website
- Promoted on City's social media channels
- Field distribution to the 1st District
- Promoted at additional 2017 public events (5)

PUBLIC MEETING

February 27th (25 attendees)

PUBLIC RELATIONS

- Meeting promoted in Journal Star
- Footage of the public meeting on WMBD

PUBLIC MEETING

PUBLIC MEETING: KEY TAKE-AWAYS



Increase
recycling



Extend the yard
waste season



Improve general education
and public outreach



Clarify responsibility of the
contractor versus the City



No customer service
complaints for PDC

SURVEY

SURVEY METHODOLOGY

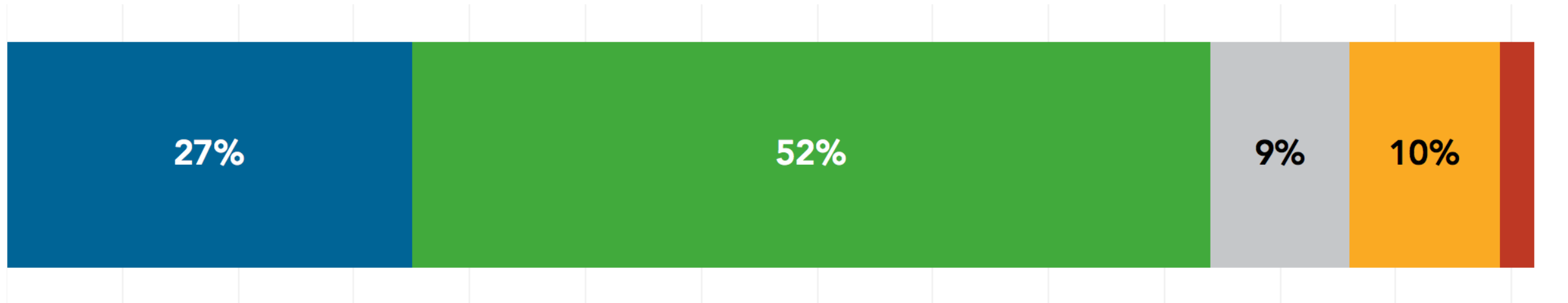
- ➔ Survey was mixture of forced choice and open-ended questions
 - Online
 - Paper
- ➔ 1,269 completed surveys (one of highest participation rates of a City survey)
- ➔ Primary analysis breaks are:
 - Zip Codes
 - Age
 - Households

SURVEY METHODOLOGY

Zip Code Groups	What is your zip code?	
61525	61525	69
61528	61528	62
61603	61603	88
61604	61604	206
61605	61602	6
	61605	60
61606	61606	94
61614	61614	352
61615	61615	252
No Zip Provided		55
Grand Total		1269

SURVEY RESULTS

Overall Satisfaction with Current Solid Waste Services



- Very Dissatisfied
- Moderately Dissatisfied
- Neither Satisfied nor Dissatisfied
- Moderately Satisfied
- Very Satisfied

SURVEY RESULTS

Support for Increased Recycling



Strongly Support

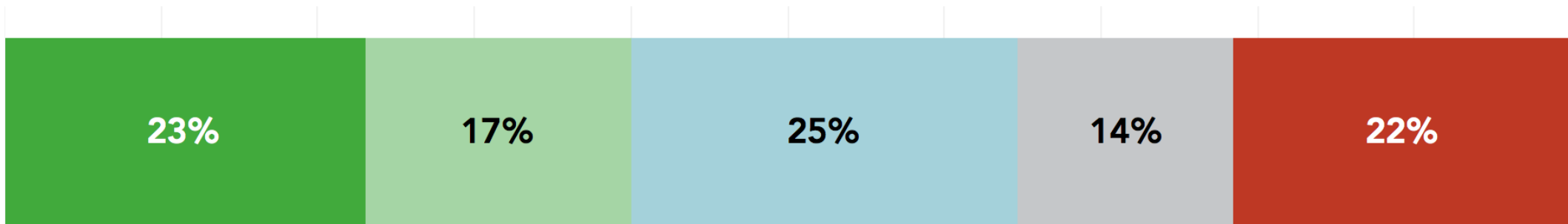
Support

Don't Care/No opinion

Oppose

Strongly oppose

Amount Willing to Pay for Every Other Week Recycling



\$5 per month

\$3 per month

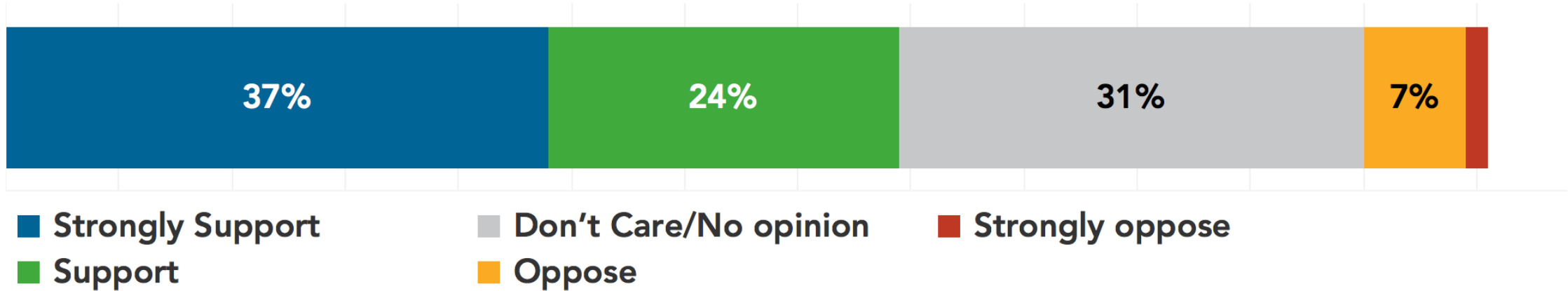
\$2 per month

\$1 per month

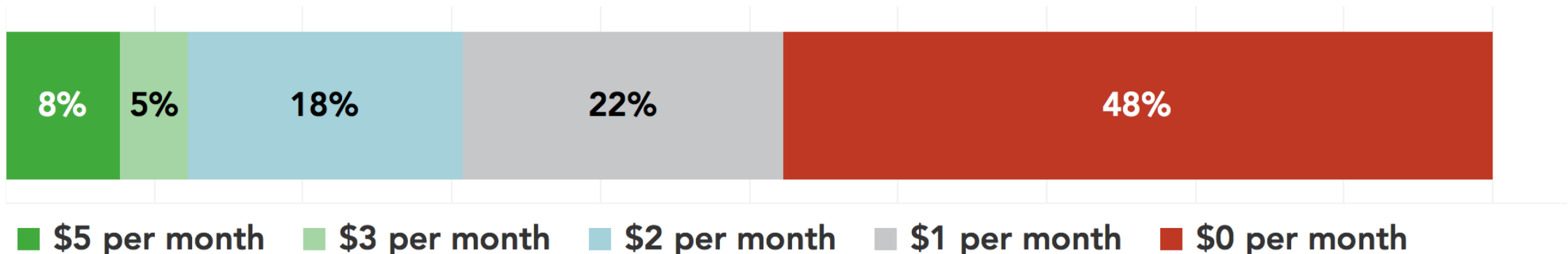
\$0 per month

SURVEY RESULTS

Support of Extending Yard Waste Season



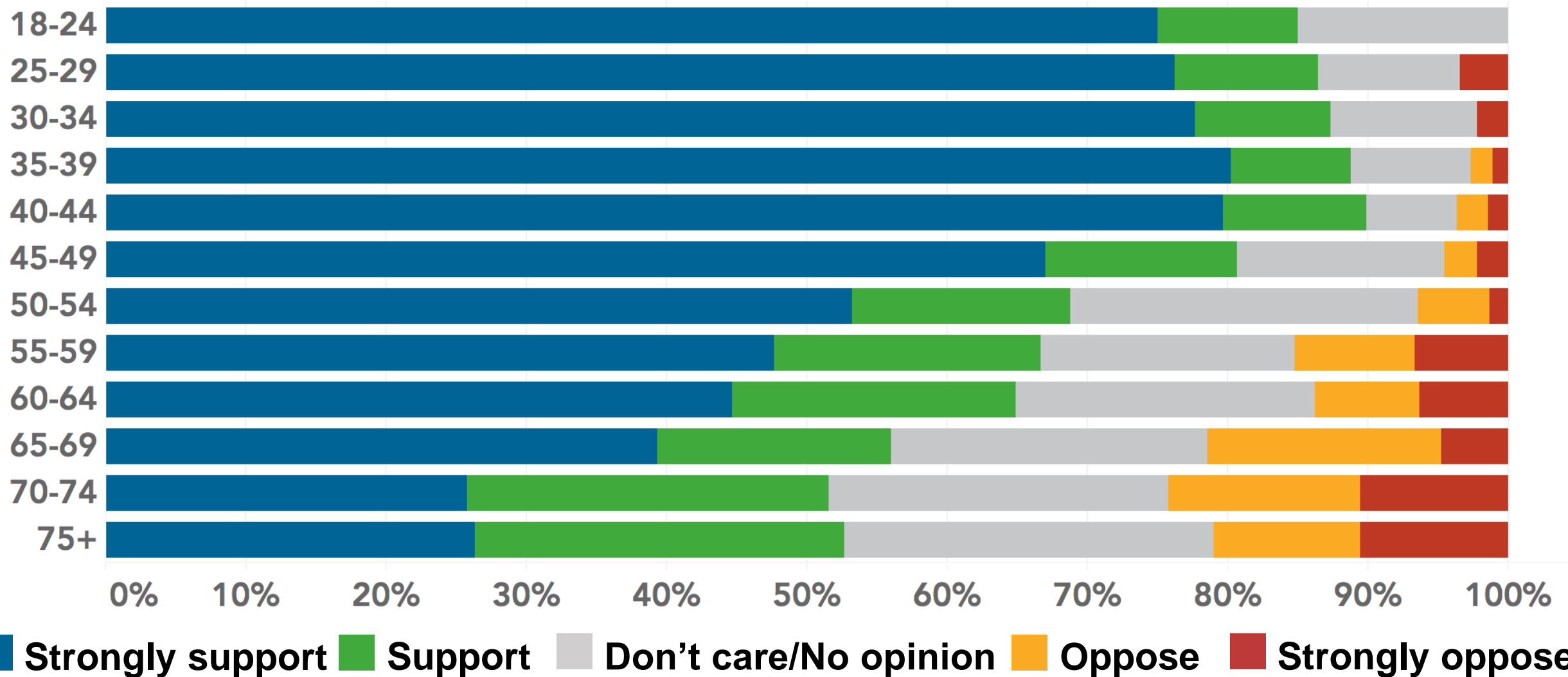
Amount Willing to Pay for Extended Yard Waste



SURVEY RESULTS



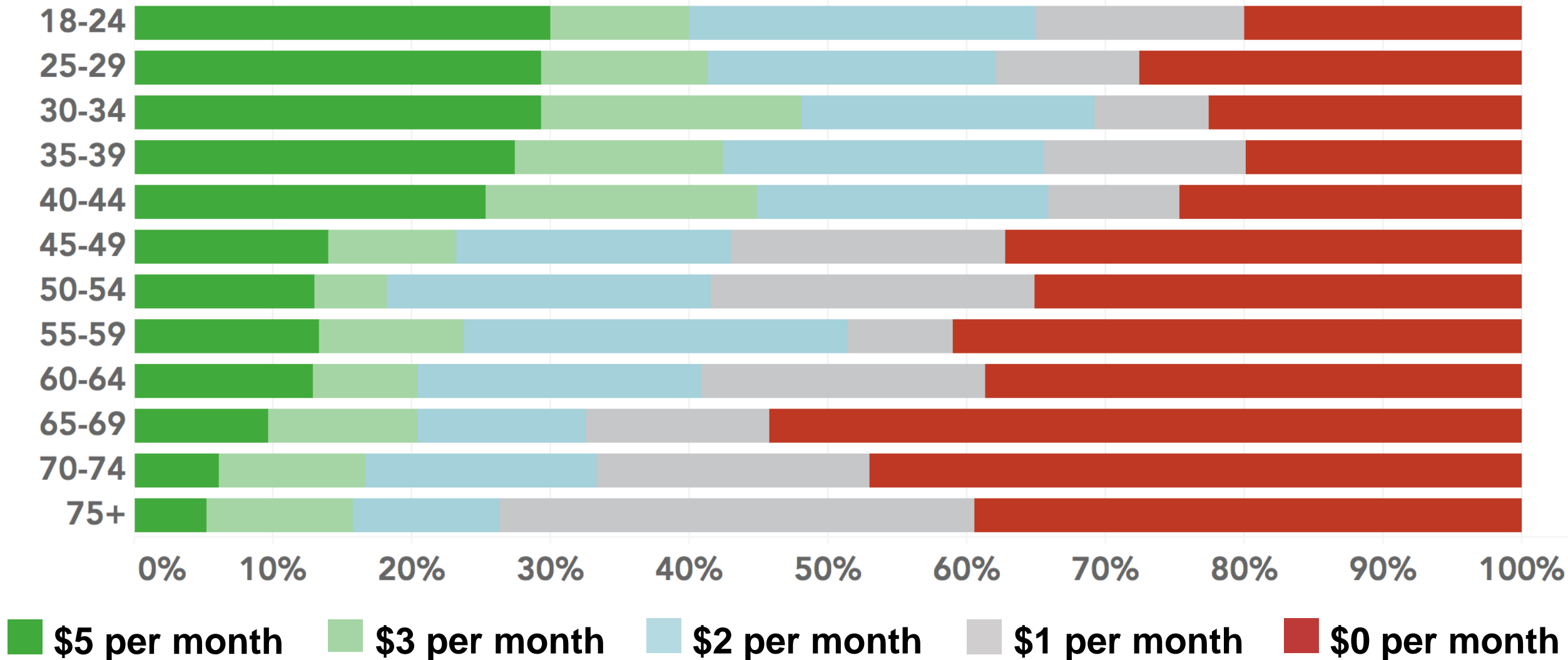
Support for Expansion of Recycling By Age



SURVEY RESULTS



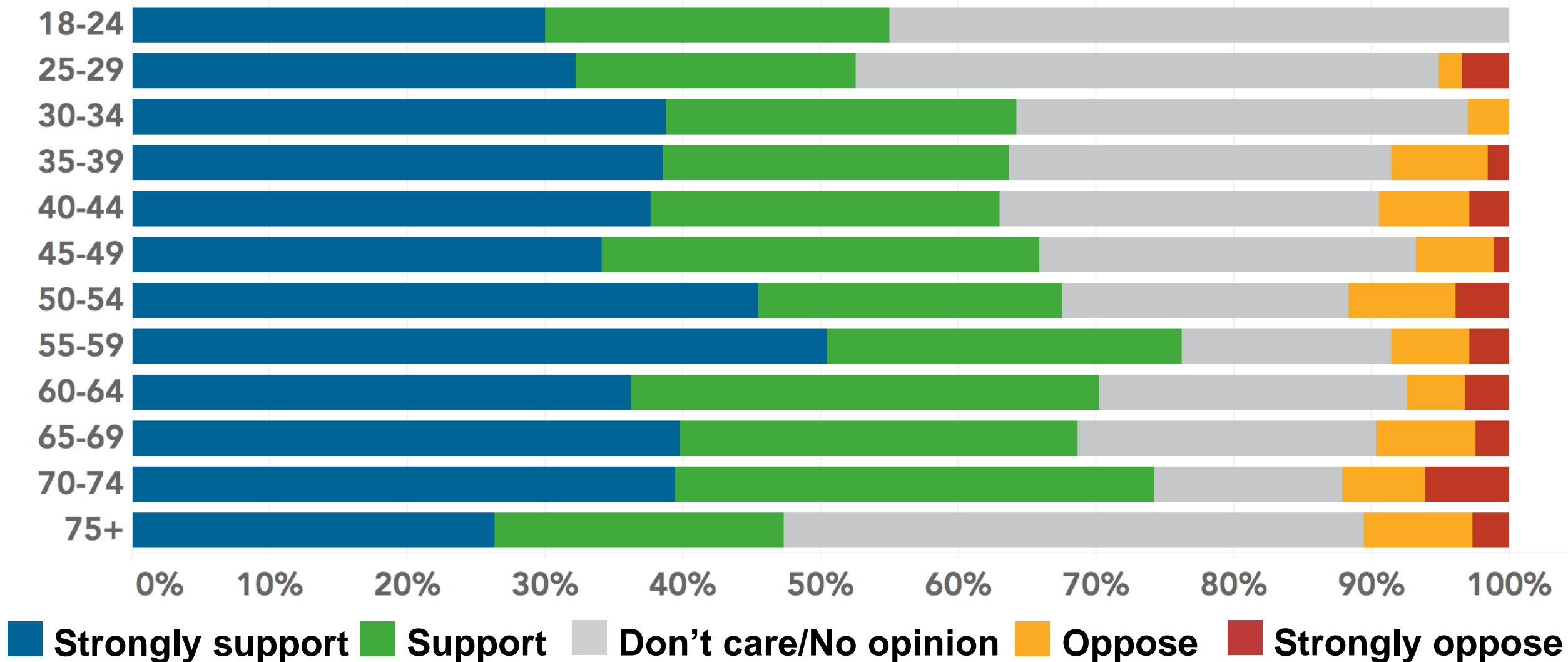
Amount Willing to Pay for Increased Recycling by Age Group



SURVEY RESULTS



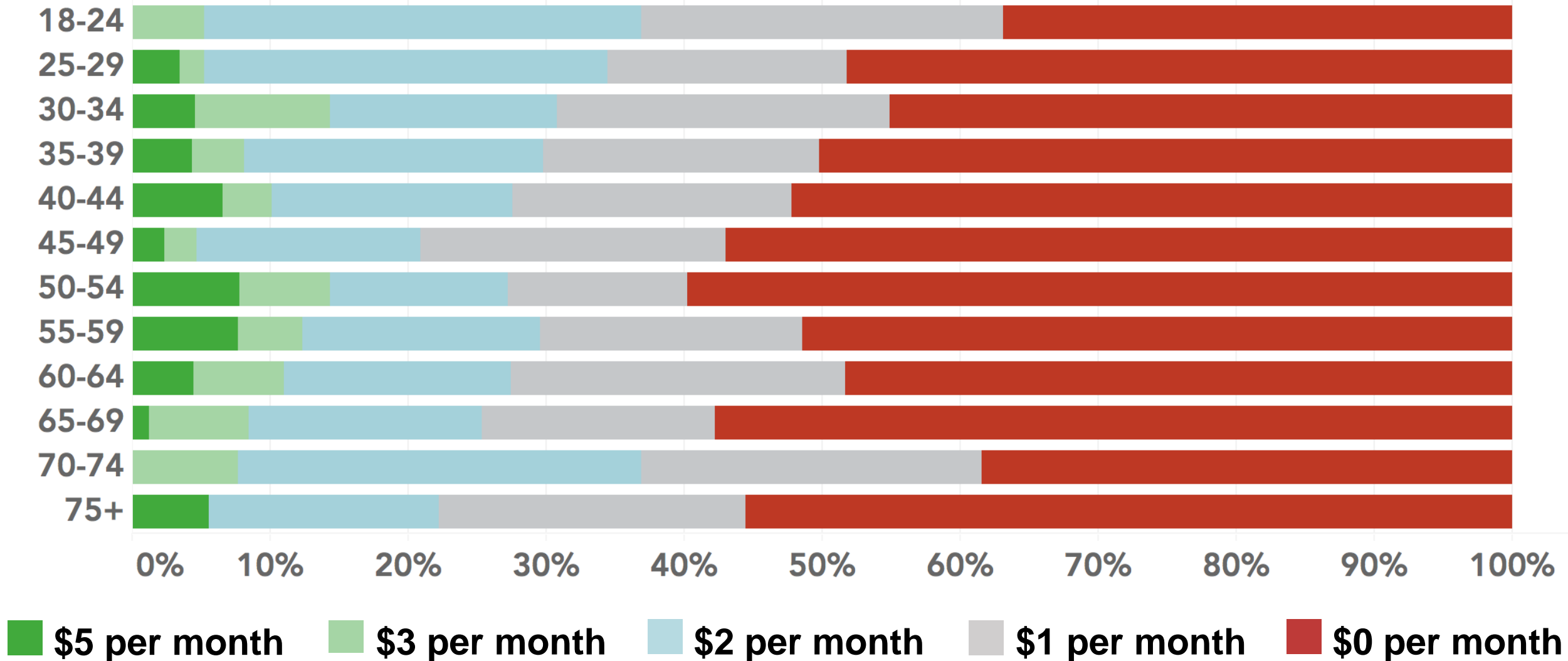
Support for Increased Yard Waste By Age Group



SURVEY RESULTS



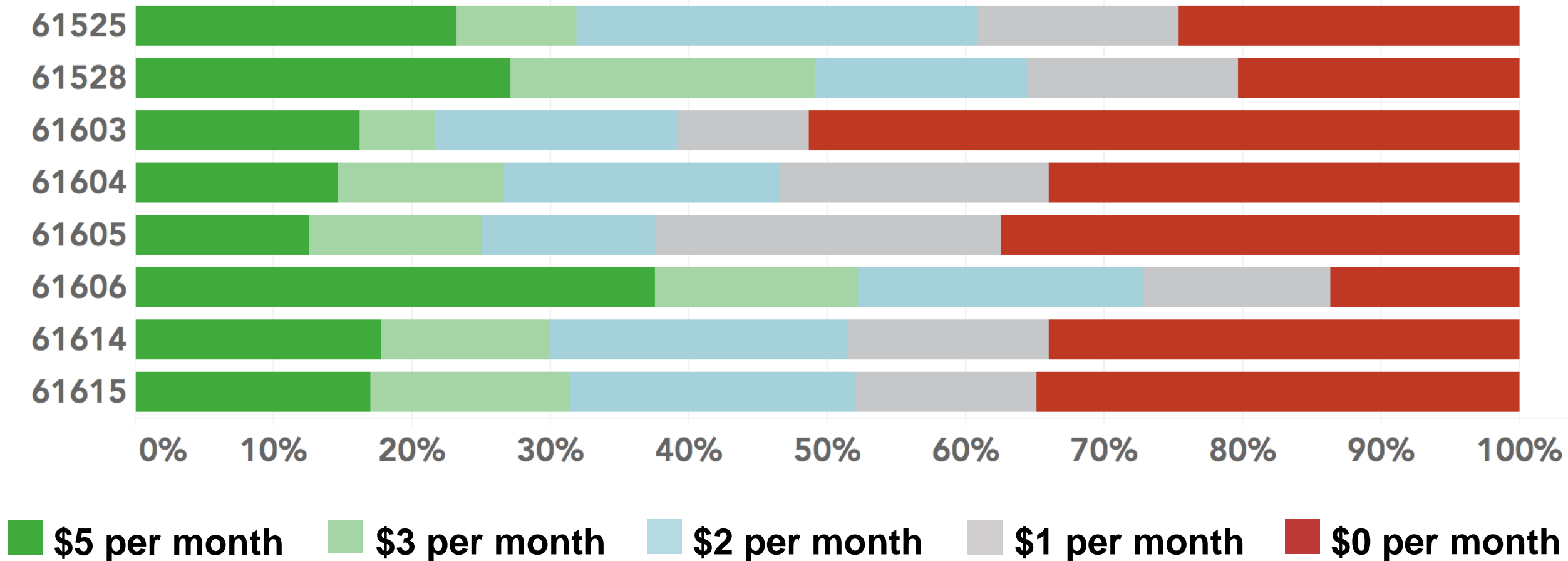
Amount Willing to Pay for Increased Yard Waste Collection



SURVEY RESULTS

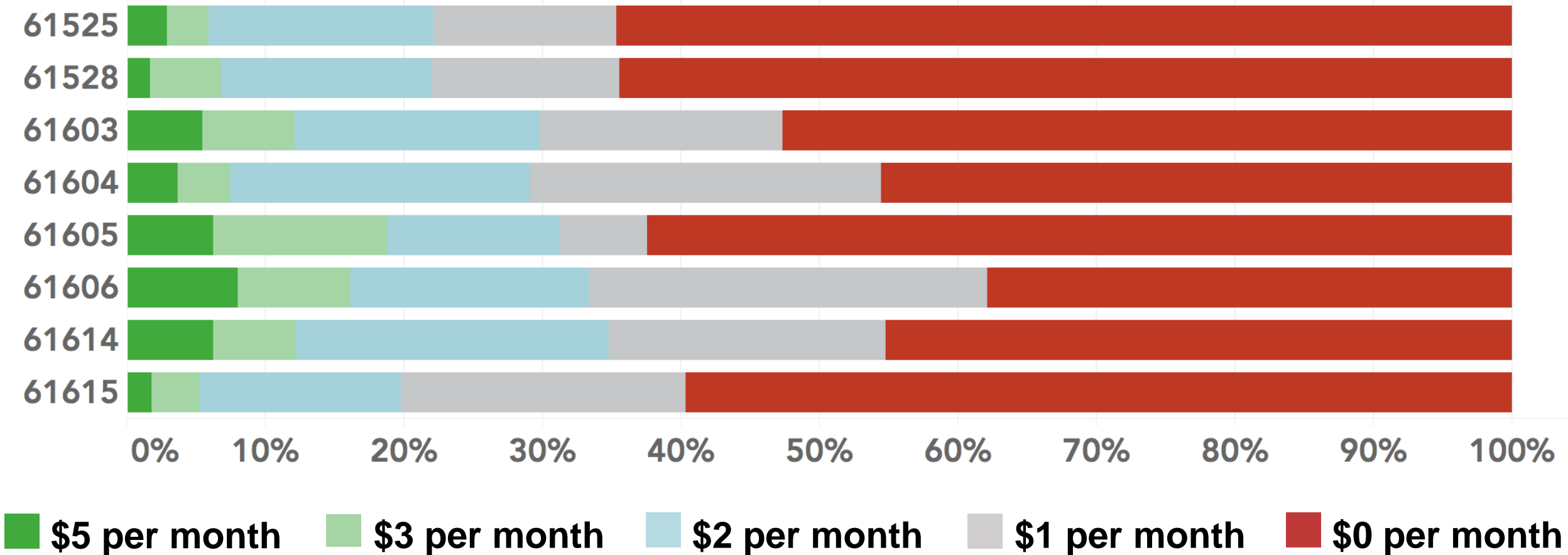


Amount Willing to Pay for Increased Recycling By Zip Code



SURVEY RESULTS

Amount Willing to Pay for Increased Yard Waste



KEY INSIGHTS FROM SURVEY DATA



4ⁱⁿ5

residents say they are very or moderately satisfied

3ⁱⁿ4

residents support increasing recycling frequency to every other week

2ⁱⁿ3

indicate they would be willing to pay more for the service

KEY INSIGHTS FROM SURVEY DATA



**Recycling had the
greatest influence on
overall satisfaction
level**



**Substantially fewer
people would pay
more to extend the
yard waste season**

RFP PROCESS

SOLID WASTE SERVICES RFP



Public versus Private Operations

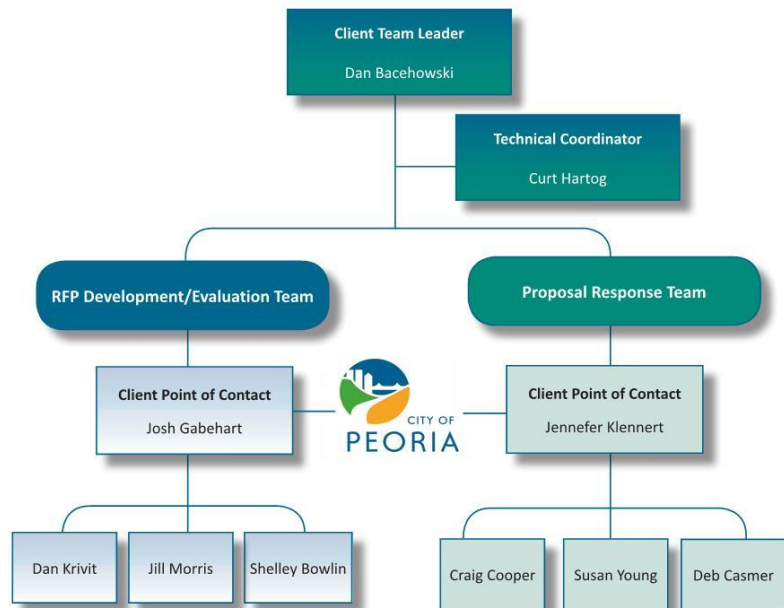
- City of Peoria evaluation team
- City of Peoria Public Works response team

Controlled Team Communications

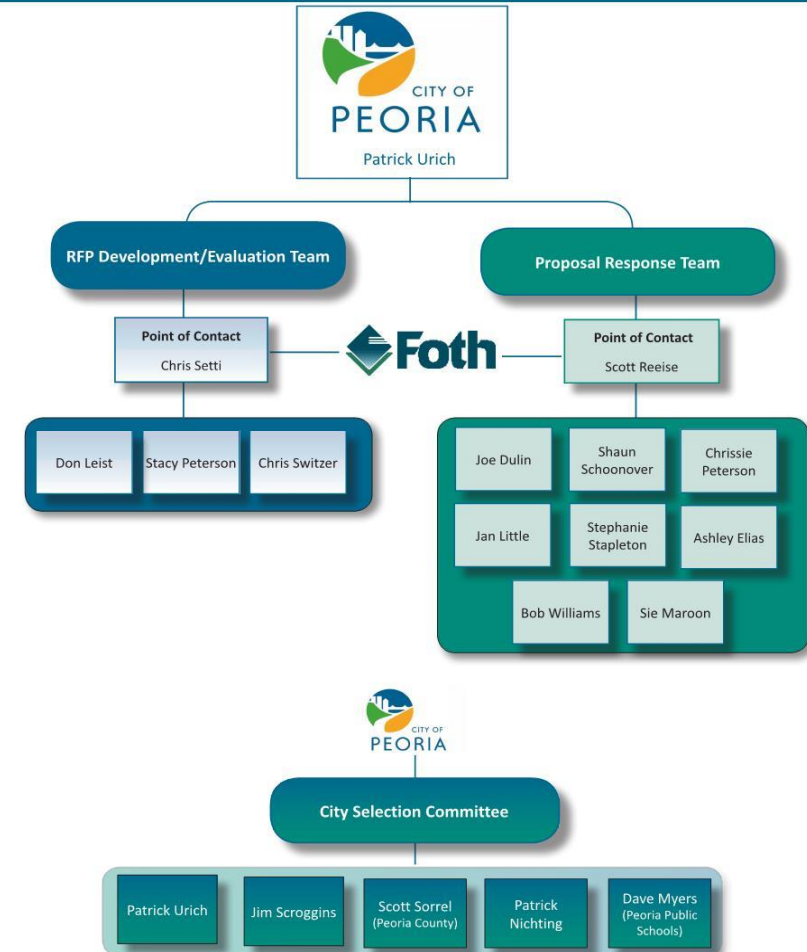
- Defined communication policy
- Separate project teams, budgets, data management
- PW treated as independent respondent to RFP

Solid Waste Service RFP

City of Peoria, Illinois Waste Collection Services Organizational Chart



City of Peoria, Illinois Waste Collection Services Organizational Chart



SOLID WASTE SERVICE RFP



Timeline

- Proposals received from
 - Advanced Disposal Services
 - City of Peoria, Public Works Department
 - PDC Services, Inc.
 - Waste Management
- Respondents provided a base proposal and alternates
- Interview all Respondents, resulted in additional questions sent to all
- All Respondents returned a response

SOLID WASTE SERVICE RFP



RFP Base Service Components

- Used the current contract as a starting point
- Increased single stream recycling to all residents
- Recycling collection every other week
- Heavier Spring/Fall landscape waste schedule
- Direct bill to City for disposal fees
- Education requirements for vendor
- More robust audit process

RFP Responses

Solid Waste Service RFP



PLEASE NOTE

- These are not a complete description of Base and Alternate Proposals, please see memo for further detail
- Responses did include confidential business information, therefore some items are not presented because of this
- **Summaries do not include proposed costs, since negotiations continue**

Solid Waste Service RFP



Respondent #1

- Base Proposal with requested changes
 - Requested longer contract term
 - Offered revenue/risk sharing for recyclable materials
- Provided Alternate Proposal
 - Direct subscription service for landscape waste to residents
 - City pay recyclable material processing fee directly

Solid Waste Service RFP



Respondent #2

- Base Proposal submitted with no requested changes
- Provided Alternate Proposals
 - Purchasing services for recycling carts
 - Smaller neighborhood cleanup box size
 - Landscape Waste collection schedule

Solid Waste Service RFP



Respondent #3

- Base proposal with requested change to educational component
- Provided Alternate proposals
 - Subscription recycling
 - Landscape waste schedule
 - Contractual changes

Solid Waste Service RFP



Respondent #4

- Provided the Base proposal
 - Local office location change
- Provided Alternate proposal
 - Household hazardous waste pickup
 - Landscape waste schedule
 - Limited bulky waste collection

Solid Waste Service RFP



RFP Review Committee

- Reviewed data
- Conducted interviews
- Thorough evaluation history, financial, etc. and outside perspectives
- Potential for change of a core service provided to all residents of the City.
- Decision effects every resident of the City and visitors.

Council Considerations

Council Considerations



Service Considerations – Trash Collection

- Weekly trash collection is the industry standard
- Trash collection service is the same, but day of week may change for route efficiency
- Unlimited Bulky pickup is a premium service, not provided for in many other communities
- Bulky pickup relatively unchanged with Base proposal

Question: Keep bulky pick up service the same or modify?

Council Considerations



Service Considerations - Recycling

- Recycling every other week is the industry standard
- Recycling every other week has a higher cost
- 90% surveyed supported increased recycling
- Strong education component required
- Base proposal: universal single stream recycling
- Alternates adjusted universal recycling

Question: Every other week or monthly recycling?

Council Considerations



Service Considerations – Yard Waste

- Seasonal yard waste collection built into base bid
- No clear industry standard with yard waste collection
- Yard waste collection/schedule could be modified for efficiency and cost

Question: Keep current seasonal yard waste schedule or allow City to be flexible?

Council Considerations



Cost Considerations

- 79% surveyed supported cost increase for increased recycling, less support for yard waste
- Services offered could be reduced but not favorable based on public feedback
- **Current fee structure for next 4 years will not align with extension of existing contract or new services, if City selects sole vendor**

Council Considerations



Cost Considerations

- Council could increase solid waste fees
- Costs could be aligned with fee structure if separate vendors were used
- Residents will also have a new Storm Water Utility Fee June 1, 2018

Question: Keep single vendor for all service or negotiate using two or more vendors?

Questions?