

## 2016 PROPOSED Changes to Hood River's Solid Waste Collection Program FAQs

Updated Oct 5, 2016

### Why is Hood River considering updating its solid waste collection service?

1. Increased diversion rates. Data shows roll carts deliver increase recycling and landfill diversion rates over customer provided cans.
2. Positive environmental impact. The new service will add yard debris and food waste collection which addresses a potent source of methane and aligns with the City's climate goals. Composted yard/kitchen waste produces end-products that benefit local farmers & gardeners.
3. Improved public safety. Wheeled roll carts will be easier to move to the curb, reducing the risk of homeowner injuries. New trucks that empty the carts will improve worker safety, decrease workers' compensation claims.
4. Reduction of nuisance. Roll carts with integrated lids are better rodent deterrents and will virtually eliminate the existing problem of windblown cans, lids, and recycling.

### What size roll carts will I get and how often will they get picked up?

To start, all current customers of Hood River Garbage will receive roll carts to accommodate their current level of service. All customers would receive three cans:

- One for garbage - Every other week pick-up
- One for recycling - Every other week pick-up
- One for yard debris and food waste - Weekly pick up
- Glass will be collected separately in small, blue bins.

Each week you will set out two cans. For example:

Week 1: Garbage and yard debris

Week 2: recycling and yard debris

Week 3: garbage and yard debris

Week 4: recycling and yard debris

### Why is the collection frequency set up this way?

The No. 1 driver of cost and environmental footprint is number of truck routes per week. By collecting garbage and recycling every other week, it limits the number of truck routes per week to two. This is taken from nationwide best practices.

### Why are the carts so big?

To provide the equivalent capacity at the curb to your current level of service, you would need a 65-gallon can picked up every other week. For example, we now have 35 gallon cans picked up every week for garbage. To maintain similar capacity we would need 65 gallons picked up every other week. For recycling, most residents have three 14 gallon blue bins or 42 gallons of capacity per week, a 65 gallon can picked up every other week provides slightly less capacity.

**Can I change cart sizes?**

Yes, there will be a one-time free cart size change-out period within 6 months of the program start.

**What is the cost?**

For customers with weekly 32 Gal service, there will be a monthly increase of \$7.25 (\$16.40 increases to \$23.65/month). For comparison, this rate is lower than Troutdale and Portland.

**Why does it cost so much?**

In short, the cost of a new truck is \$315,000 and the new carts are \$300,000. Those numbers divided by the roughly 1,900 ratepayers of the city of Hood River equals roughly the \$7.25/month increase.

**Can I opt out of this new service?**

Yes. You may opt out of the new service, but you will opt out of all curbside collection when doing so. Opting out means you would need to self haul all materials to the Guignard Drive transfer station.

**If I don't use all of the bins because I compost at home, can I get a discount?**

You may choose **not to use** all of the provided roll carts, or even request that a bin be taken away by Hood River Garbage, but the cost of service will remain the same.

**Will placing yard debris and food waste in bins create odor and attract rodents?**

Unless you already have a backyard compost system, food waste and yard debris items are currently in your waste stream. The only difference is in the new program is that you would be required to separate them. The key to avoiding odor and rodents is keeping carts and home containers clean. Some tips include using paper bags for food waste or putting food scraps in the freezer until collection day.

Materials that could cause odors are collected on a weekly basis to minimize this (just like the current system). Remaining landfill items will be collected on an every other week schedule.

**Can I still drop off excess yard debris at the transfer station on Wednesdays?**

A goal of the program is for customers to use the weekly yard/kitchen waste cart to dispose of organic materials. These materials will be transported and turned into high quality compost.

For city-customers who create extra yard debris, the transfer station will still allow drop off of additional yard debris at a nominal, subsidized, cost of \$5 per load (not volume based).

For non city-customers, yard debris can still be dropped off at the transfer station at a volume based disposal rate (similar to current drop-off on days besides Wednesday).

City of Hood River

## Summary of Proposed Solid Waste Collection Program

Oct 11, 2016

The Solid Waste Collection Sub-Committee recommends an update to the HRMC 8.04 Franchise agreement and contracts to implement a new plan summarized by the following:

Program Element	Description of Proposed Implementation
Carts	WC to provide 3, lidded, wheeled carts to each customer. <ul style="list-style-type: none"> <li>• Yard/Kitchen – Composted</li> <li>• Landfill Garbage</li> <li>• Recycling</li> </ul>
Pickup schedule	Two pickups per week: <ul style="list-style-type: none"> <li>• Weekly Yard/Kitchen - Compost</li> <li>• Alternate week Landfill Garbage and Recycling</li> </ul>
Initial Cart Size	<ul style="list-style-type: none"> <li>• Initial cart sizes determined by WC based on current service level per home.</li> <li>• Residents can refuse a yard or recycling cart at start up (red-tag and it will be taken away). Some fee if they subsequently want that can back.</li> </ul>
Changing of Cart Size	<ul style="list-style-type: none"> <li>• Free one-time change of cart sizes after initial use window (4-6 mo)</li> <li>• Other cart size changes require fee</li> </ul>
Glass Recycling	YES – collected in 14 gal blue bins on Recycle day
Homeowner Option for Pickup at House	YES – fee.
Homeowner On-Call Pickup	Grandfather accounts only. TBD fees for this service/small number of customers.
Homeowner Opt-Out	YES – but do not get yard debris or recycling pick-up
Yard Debris Drop-off at Transfer Station	YES – small fixed fee per load for customers (see rate schedule). Regular volume based fees for non-customer, non-city residents.
Kitchen Waste Buckets / Liners	Not included, but information to be included in roll-out education and local merchants will be encouraged to sell them as part of roll-out.
Community Outreach and Education	<ul style="list-style-type: none"> <li>• Significant education effort prior to roll-out.</li> <li>• WC budget of \$ XX for roll-out education. And \$YY per year for education.</li> <li>• Website</li> <li>• Facilitation of pickup reminder app (TBD fee for users)</li> </ul>
Duration of Contract	10 Years
Multi-Family	No yard debris collection.
Commercial	Outside the scope of this proposal

**Summary of Proposed Solid Waste Collection Program – Rate Schedules**

Oct 11, 2016

<b>Service Level (Landfill cart based)</b>	<b>New Plan Monthly Fee</b>
1-35 Gal EOW	\$ 19.79
1-35 Gal Monthly	\$ 13.52
1-60 Gal EOW	\$ 23.65
1-60 Gal Monthly	\$ 16.28
1-90 Gal EOW	\$ 28.94
1-90 Gal Monthly	\$ 20.01

<b>Other Fees</b>	<b>New Plan Fee</b>
Pick up at garage/house	\$ TBD / month
On-call pickup (limited to existing customers of this service)	\$ TBD / call
Wed drop-off yard debris (service plan customers only)	\$ 5.00/ load
Other day or non customer drop-off yard debris	\$ market rate / yard



## City of Hood River Solid Waste Collection System Update

HR City Council / Public Briefing  
Oct 11, 2016

### WHAT

#### Proposed Significant Update to Program

##### ■ **NEW Roll Cart Collection System**

- Yard and Kitchen Debris - Weekly Pick-up
- Mixed Stream Recycling - Every Other Week
- Garbage - Every Other Week



## WHY Good Reasons to Update Our Program

- **Increased diversion rates/positive environmental impact**
  - Today, more Americans recycle than vote!
  - Across the country, the use of roll carts for waste collection has resulted in higher recycling rates (significantly less material going to landfills), resulting in decreased methane emissions.
  - Composted yard/kitchen waste produces end-products that benefit local farmers & gardeners.
- **Reduction of Nuisance**
  - Roll carts with integrated lids will virtually eliminate the existing problem of windblown cans, lids, and recycling.



## WHY Good Reasons to Update Our Program

- **Improved Safety**
  - Wheeled roll carts will be easier to move to the curb, reducing the risk of homeowner injuries.
  - New trucks that empty the carts will improve worker safety, decrease workers' compensation claims.



## WHY Good Reasons to Update Our Program

- **Citizens Have Voiced Interest in Improves Services**

- 2015 non-scientific survey results
  - 217 respondents
  - 95% willing to pay more for enhanced collection
  - 91% indicated environment & curbside composting as key
  - 78% indicated safety as key
- "If it will contain garbage better and help with extra debris around the neighborhood on garbage day, I will pay the increase in service. Compost and yard debris bins would also help tremendously with reducing the amount of waste thrown out. - Sarah Roth
- "Despite the fact that there would be some personal rearranging to accommodate the larger bins, having them be COVERED in this windy city would be an extremely good idea, and a great easy way to reduce even further our already low street trash. I also liked the suggestion that food trash pickup should be smaller and weekly, to reduce the smell at home." - Will Smith

## Process Overview

### 2015

- Council supports sub-committee to generate a proposed plan (again).
- Presentation to council - led to more questions.
- Three Councilors join sub-committee to update plan and address questions raised.

### 2016

- New sub-committee meetings held. Members of group: Waste Connection (HR Garbage), Tri-County Haz Waste and Recycling, Celilo Restaurant, HR Vacation Rentals, Dirt Huger, City staff, and three City Councilors.
- Public presentation July 25 CC meeting
- Additional outreach and then 2<sup>nd</sup> Presentation Oct 11 CC meeting
- Roll out planning starts in earnest (given that the plan is approved)

### 2017

- Spring - program roll-out (given that the plan is approved)



WASTE CONNECTIONS INC.



Dirt Huger



Hood River  
Vacation Rentals

[www.hrvacations.com](http://www.hrvacations.com)

Tri-County  
Hazardous Waste Response Fund

## WHAT

### Proposed Significant Update to Program

- Modeled after Portland's Collection Program

- Pilot program began in 2010
- Citywide rollout started in 2011
- Decreased garbage sent to landfill by 32%
- Increased residential composting rates by 250%



## Plan Summary

Plan Element	New Plan Implementation	
Cart sizes and selection	3 wheeled cart system <ul style="list-style-type: none"> <li>Yard/Kitchen - Compost</li> <li>Garbage - Landfill</li> <li>Recycling</li> </ul>	Various cart sizes to allow best fit of program to residents with different housing types and lifestyles
Pickup schedule	Weekly Yard/Kitchen Compost  Alternate week Pickup: Every other week garbage Every other week recycling	A tried and true system that is used successfully in other communities  Customers will have the ability to (at TBD extra cost) sign up for weekly garbage pickup
Glass Recycling	YES	Continue glass recycling using the same 14 gallon bins we use now
Homeowner Opt Out	YES	Remains a subscription-based (optional participation) program



## Plan Summary

Plan Element	New Plan Implementation	
Pick-up at house (vs homeowner taking to curb)	YES - OPTIONAL	Fee premium for pickup at house
Yard Debris Drop-off at Transfer Station	<p><b>Change since July presentation:</b> Small fee for customer dropoff on Wed. Incent use of carts but not hinder customer additional drop-off.</p>	Additionally, a free Community Clean-Up Day will be added to the program
Community Outreach and Education	YES	An outreach and education program will be provided for both roll-out and beyond. To include a website, optional phone app, roll out meetings and materials, etc.
Duration of Contract Extension	10 Years	
Multi-Family	No yard/kitchen waste collection	

## Cart Size Plan

### Initial Cart Sizes - Typical Home

- HR Garbage will define initial cart size based on current level of service
- Residents can red-tag carts that will be removed. Possible fee for changing mind later

Current Service	Bi-weekly Garbage	Bi-weekly Recycling	Weekly Yard/Kitchen Waste
Weekly 32 Gal Garbage Pickup	64 gal	95 gal	64 gal
Bi-weekly 32 Gal Garbage Pickup	32 gal	95 gal	64 gal
Weekly 2 x 32 Gal Garbage Pickup	64 gal	95 gal	64 gal
Weekly 32 Gal, Dense housing No Yard	64 gal	64 gal	None

## Cart Size Plan



### ***Cart Change-out Window***

- There will be a one time FREE cart size change-out period within 6 months of program start where customers can update their cart sizes
- Customers can change cart sizes after that with \$TBD change fee

## EDUCATION WILL BE KEY

### ***Education and New Communication Tools***

- Critical and will be done prior to program roll-out\*
- Outreach - mailings and public meetings
- New website
- Opt-In Smartphone App

*\*Details about educational efforts will be developed if/after the program is approved.*

## Cost

### ***Upfront Capital Expense (HR Garbage)***

- ▶ \$600K capital investment (new truck and roll carts)
- ▶ Roll carts have a 7-year life span

### ***What Customers Receive (HR Garbage subscribers)***

- ▶ Improved level of service
- ▶ Three wheeled roll carts
- ▶ Free cart size adjustment 4-6 months after program start
- ▶ Education (website, smartphone app, other tools to make it easier to best utilize the program)

## Cost

### ***Cost Increase***

- ▶ For customers with weekly 32 Gal service, there will be a monthly increase of \$7.25 (\$16.40 increases to \$23.65/month)
- ▶ For comparison, this rate is lower than Troutdale and Portland.

## Cost Comparisons

### Monthly collection rate changes

Service (Landfill Cart)	Current Plan	New Plan	Change
1-35 Gal Weekly	\$ 16.40	n/a	No longer available
1-35 Gal EOW	\$ 12.54	\$ 19.79	\$ 7.25
1-35 Gal Monthly	\$ 8.03	\$ 13.52	\$ 5.49
2 x 35 Gal Weekly	\$ 31.76	n/a	No longer available
1-64 Gal EOW	Equiv. to weekly 35 gal	\$ 23.65	\$ 7.25 equiv.
1-64 Gal Monthly		\$ 16.28	New option
1-90 Gal EOW		\$ 28.94	New option
1-90 Gal Monthly		\$ 20.01	New option

## QUESTIONS AND DISCUSSION