

**Town of Montreat
Sanitation Services
August 11, 2015**

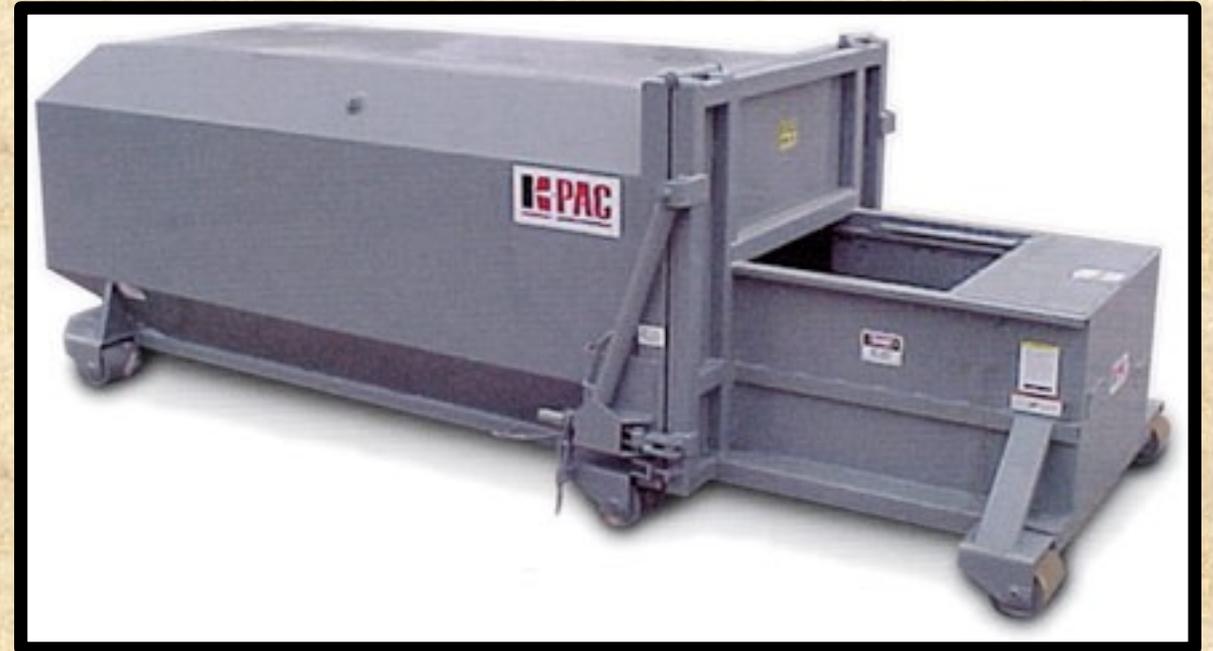
History of Sanitation Service Delivery

- Prior to 2006 – Contracted with Hamilton Refuse
- July, 2006 – Town began offering residential sanitation, recycling and yard waste collection services.



Benefits of Providing Sanitation Services

- Competitive Cost Structure
- Efficient/Personal Service Delivery
- Increased Service Levels
- Capital Investment
- Smaller and Safer Vehicles



Current Service Delivery

- Collected curbside using one open bed truck with a full time employee as a driver and contracts with First Inc. to provide two laborers to assist in loading and unloading.
- Scheduled curbside pickup is offered once a week (Monday) from January through May and September through December and twice a week (Monday and Friday) from June through August.
- Compactor site located behind the Town Services Office was open to the public Monday through Thursday.

Current Service Delivery

- Recyclables are collected on the same schedule as household garbage utilizing the comingled “blue bag” system.
- Yard waste is collected once a week (Wednesday). Bagged Leaves are collected once a week during October through December and every other week during the remainder of the year.
- Back door service is offered to all residents for an additional fee.
- Special pickups can be arranged for bulk items, white goods and non-hazardous materials.

Total Tons Collected – 2010 through 2014

Year	Number of Households		MSW Tons Collected	Recycling Tons Collected	Yard Waste Tons Collected	Total Tons Collected
2013-2014	667		206.22	68.38	439.32	713.92
2012-2013	667		251.59	64.06	443.06	758.71
2011-2012	665		242.61	54.00	382.50	679.11
2010-2011	662		233.25	70.14	374.40	677.79

Drop in MSW Tons Collected in 2013-2014 attributed to closing compactor site on Friday and Saturday.

Temporary Service Change – Compactor Site

- Beginning June 9th, the compactor site was opened for a fee with revised hours of operation and staffed by an attendant. The site attendant collects your bags, manages the fee payment and lock box, and places the bags inside the compactor for you.
- No changes were made to the existing curbside or backdoor garbage collection schedule.

Total Tons Collected – June and July 2015

June and July, 2014: MSW = 71.09 tons and 9 hauls
Recycling = 17.05 tons and 13 hauls

June and July, 2015: MSW = 55.15 tons and 6 hauls
Recycling = 15.97 tons and 12 hauls

Savings: MSW = 15.94 tons and 3 hauls = \$1,144.21
Recycling = 1.08 tons and 1 haul = \$147.93

Total Revenues Collected at Site: \$ 922.90

Staff Evaluation of Service Delivery

Overall, staff and residents seem pleased with the sanitation services provided by the Town. However, the current system is very labor intensive and offers the following challenges:

- Garbage and recycling is handled twice – once during pickup and then again as it is unloaded into the compactor or container.
- The compactor site was being used more often by residents as a convenience center. The site is not designed efficiently or safely enough to handle this type of use.

Staff Evaluation of Service Delivery

- Illegal dumping and unauthorized use of the compactor site was a problem prior to the change on June 9.
- Large amounts of yard waste are being disposed of creating a strain on handling weekly collection.
- Increased education efforts are needed for specific disposal topics including container rules, bear-proof container requirements, bulk item disposal and special collection services.

Alternative Service Delivery Consideration

Alternative One: Montreat offers a higher level of service than all of our neighboring cities and towns. Service is labor intensive and more expensive. Consideration should be given to upgrading the truck to a small compactor truck at a cost of around \$120,000. Scheduled pickups would be changed to once weekly for the entire year or two days during the summer months if a higher level of service is desired. Trash would be taken by the Town directly to the landfill. The compactor site would be closed and rental and haul costs would be eliminated.

Alternative Service Delivery Consideration

Alternate Two: Continue collection services in the same manner, however the compactor site would be closed permanently to the public. While this alternative may be unpopular with some residents who now use the site as a convenience center instead of using curbside service, this will ensure that taxpayer money is appropriately spent on true service delivery while eliminating the safety and liability concerns of the site. It is interesting to note that the days with the highest use at the compactor site was often days with scheduled pickups.

Alternative Service Delivery Consideration

Alternate Three: Eliminate curbside collection and develop a safe and efficient convenience center for the disposal of household garbage and recyclables. Under this alternative, the Town would continue to offer back door service, bulk collections and special pickups for a fee. The collection center would be staffed and a system developed through either a straight fee, special bag or tag system that allows only residents and visitors to Montreat to use the Center.

Alternative Service Delivery Consideration

Alternate Four: Do not make any changes to the current sanitation collection system. Under this alternative, staff would recommend changes to the compactor site in order to address safety and liability concerns. Remember that while this seems the easiest choice to make, Montreat taxpayers are subsidizing sanitation services for non-residents and tax exempt entities. This alternative is attractive if Montreat residents are happy with the higher level of service and do not mind paying for others using the compactor site.

Additional Considerations

Each alternative listed above has advantages and disadvantages. There are also several variations or combinations of these alternatives.

From an administrative perspective, please remember that the replacement of the sanitation truck is needed and that the service contract with CWS for the compactors is ending.

Conclusions

The Temporary Service Plan for the compactor site is having its desired effect in the reduction of municipal solid waste, hauls and illegal dumping and unauthorized use. The purpose of today's meeting is to discuss the sanitation program, the challenges of operating the program and to receive feedback on what aspects of the existing program are most important to our residents and visitors. With that information and any additional research that is needed, the Board will be in a position to review any alternative service delivery methods and make a final decision on potential changes to improve the overall program and meet the Town's current program challenges.

Small Group Questions

- What do you like about the current service?
- What do you not like about the current service?
- How does Montreat's service and cost compare to the service at your permanent residence?
- What is the biggest challenge facing sanitation services?
- What is the appropriate level of service needed in Montreat?
How much are you willing to pay for that level of service?
- If you had to choose from the four alternatives, which would you prefer?