

MEMORANDUM

DATE: September 23, 2008

TO: The Board of Supervisors

FROM: John T. P. Horne, General Services Manager

SUBJECT: Subscription Based Residential Solid Waste Collection Program

At the January 12, 2008, Board work session, staff described the general options available to provide curbside solid waste collection to residences and small businesses in the County. The Board provided direction that it was only interested in a voluntary (subscription) program and asked staff to develop the details of a possible program to be implemented in FY 10. The purpose of this memorandum at the September 23, 2008, work session is to present the results of the additional staff effort and receive further Board direction as to whether we should proceed with the curbside collection program.

A committee was formed to evaluate the implementation of a subscription-based residential and small-business trash and bulk collection program in James City County. This committee consisted of representatives from departments and agencies from within, as well as outside the County. Representatives were: John Horne, General Services Manager; Jim Hill, James City County Solid Waste Superintendent; Stephen B. Geissler, Executive Director, Virginia Peninsulas Public Service Authority (VPPSA); Ann Davis, James City County Treasurer; and Patrick Page, James City County Information Technology Administrator. To obtain information from private service providers, staff issued a Request for Proposals and discussed program composition and costs with interested firms. Staff would like to discuss with the Board the following items:

- Description of available services:
 - Regular service
 - Low generator service
 - Special needs service
 - Backyard Service
 - Bulky waste pickup
 - Additional services included with subscription
- Billing
- Administration of the program
- Costs and Benefits

Description of Regular Service:

After the resident has established a subscription account through the James City County Solid Waste office, the contractor will provide the resident with one 96-gallon roll-out cart. One additional cart may be requested for service at a slightly higher rate. This cart would be placed curbside once a week before 7:00 a.m., on a predetermined day, for collection by the vendor. The vendor would also collect two to three bags of material outside of the cart where applicable.

Description of Low Generator Service:

This service will be available to subscribers who do not generate enough material each week to warrant the use of one 96-gallon roll-out cart. These particular subscribers will be provided with one 64-gallon roll-out cart at a reduced rate. All other service requirements and benefits will apply.

Description of Special Needs Service:

This is a service that will be available to subscribers with health-related issues that are unable to place their cart curbside for pickup. These residents will receive service either at the front or backyard of their residence at no extra charge. Special needs service will cap at three percent of the total number of subscribers to the program. All other service requirements and benefits will apply.

Description of Backyard Service:

Residents who wish to subscribe to this service will have their material picked up at the rear of their residence at a slightly higher rate.

Description of Bulky Waste Pickup:

This service will be available to all subscribers by appointment only and will be provided by the vendor. Residents will contact the Solid Waste office to schedule a pickup. They will be required to place the material curbside/roadside before 7:00 a.m. on the scheduled service date. Each subscriber will receive four service calls per calendar year with a limit of five items per service call.

Additional Services Included with Subscription:

Additional services that will be included with a subscription at no extra charge are as follows:

- Yard waste drop-off at the Jolly Pond Convenience Center
- Use of Jolly Pond Convenience Center
- Use of James City County Transfer Station

Staff anticipates limited cost implications of these additional services due to the vendor services above, but does believe that these services will be an additional incentive for residents to subscribe.

Billing of County Subscribers:

After carefully considering whether the vendor or the County should bill the program subscribers, it was determined that the most efficient way to do this would be to have the vendor assume the responsibility of the billing. The vendor has a billing system in place, and the Solid Waste Division would have "real time" access to the vendors account records. This will give us the ability to verify subscriber inventory, start, stop, and temporarily suspend service, as well as answer any billing questions residents may have. The billing would be done on a quarterly basis both through e-mail or regular mail and in advance of service being provided. Subscribers will also have the ability of viewing their account and paying their bill on-line with links on the County's website. All billing materials could reference James City County.

Administration of Solid Waste Collection Program:

This program would be administered by the County Solid Waste Division with support from the VPPSA. At this time, staff anticipates that no additional County staff would be required, thus keeping the overall cost to the subscribers at a reasonable rate. Further clarification of this will be based on additional discussion with VPPSA.

Cost and Benefit to Residents:

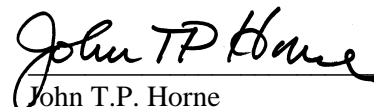
In the January 2008 work session, the staff described two possible significant benefits of a curbside collection program.

- Enhanced and lower cost services to the citizens of the County; and
- Possible offset of existing costs, specifically the costs of the curbside recycling program.

Staff believes that the program described above does provide enhanced services to many residents and small-businesses in the County. Disposal options for both trash and bulk items would be increased for subscribers with the convenience of curbside collection and no-cost access to the Jolly Pond Convenience Center and Transfer Station.

Currently, most residents, who subscribe to a vendor on their own, are paying in the range of \$22 - \$23 per month for weekly trash service. They do not receive any other services for this monthly fee. Twice-weekly and backyard service costs approximately \$35. Through the subscription program described above, based on the regular service fee, and depending on the vendor that is selected, residents would pay in the range of \$13-\$18 per month. **The Board should note, however, that this cost does not offset the costs of the curbside recycling program.** Cost of that program is currently \$2.78 per month, per household, plus drop-off costs. In FY 09 the total costs will be \$796,575. If the Board wishes to begin to offset recycling costs, monthly fees would need to be approximately \$16-\$21 per month. Actual total revenue to offset the costs will depend on the number of subscribers attracted to the curbside program and will grow as more subscribers enroll. The January 2008 staff memorandum indicated an expectation that a significant portion of the recycling costs might be offset. That assumption was based on a universal service program. Staff is concerned about maintaining a sufficient cost differential between the County program and the private services. **Staff needs direction from the Board on the importance of the recycling cost offset.**

In summary, the purpose of the work session is to provide the Board with information to allow it to give direction to staff on additional issues to be researched and/or whether to proceed with final program design with implementation in FY 10. County staff and VPPSA staff will be available to discuss this matter at the work session.



John T.P. Horne

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Attachment