

# SAINT PAUL CITYWIDE GARBAGE SERVICES UPDATE

APRIL 24, 2019



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# CITYWIDE GARBAGE SERVICE: A CLEANER SAINT PAUL



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**What:** Saint Paul has transitioned from an “open hauler” garbage system to citywide coordinated garbage services. All residents now have designated haulers for their specific neighborhood.

**Who:** Properties with 1-4 residential units (RDUs) are required to have adequate trash collection service. Property owners are responsible for providing the service.

**Why:** Many large cities have organized garbage collection programs. Some of the benefits to Saint Paul include: less noise and air pollution; reduced truck traffic in alleys and streets; and standardized services to include bulky items/electronic waste.

**How/When:** Citywide Garbage Service began October 1, 2018.

# BACKGROUND TIMELINE



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- **2011**- MPCA adopted Metropolitan Solid Waste Management Policy Plan 2010-2030 which sets objectives for waste diversion, recycling, and organics recovery.
- **2013** - Wilder Research Recycle it Forward: A Comprehensive Assessment of Recycling and Waste Management study identified strategies to meet the needs of the community and reach waste reduction and diversion goals.
- **2014** - City Council adopts waste diversion goals for the city calling for a 50% waste diversion goal by 2020 and an 80% diversion goal by 2030.
- **2015** - Macalester Groveland Community Council with grant assistance from the Minnesota Pollution Control Agency, Taking Out the Trash: An Investigation into Trash Collection in St. Paul indicated that residents are looking for the benefits an organized trash collection system can provide.

# IMPLEMENTATION TIMELINE



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- **November 2017 to September 2018** – Implementation Planning/Communications with St. Paul Haulers, LLC
- **Late April 2018**-Coordinated Collection general was info mailed to property owners and residents
- **Early May 20178** Property owners provided opportunity to choose cart size/service
- **Early August 2018**– Collection Zone maps; property owners received new hauler, program services and collection date information
- **Mid August 2018**– City Council adopted ordinance revisions
- **Mid August 2018** – Council set billing rates
- **October 1 2018** - Citywide Coordinated Collection Begins

# 2018 ROLLOUT TIMELINE



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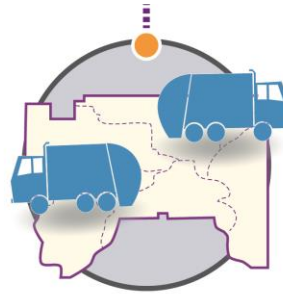
**New Garbage Cart  
Delivery**

*Aug. 13 - Sept. 21*



**First Invoice from  
New Hauler**

*Mid-September*



**New Garbage  
Service Begins!**

*October 1*



**Old Garbage Cart  
Removal**

*Sept. 24 - Nov. 2*

\*If old garbage carts remain in the community, have residents contact their hauler.  
Haulers will not walk on private property to collect old carts.

# COMMUNICATIONS



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- Information Brochure sent
- Announcing Program
- Cart Selection Post Card
- Hauler and Cart Size Brochure
- Information Flyer Attached to Cart
- Annual Solid Waste Guide 2019
- Community Outreach Events

# COMMUNITY ENGAGEMENT



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**City reached out to Saint Paul residents about Citywide Garbage Service to get input and provide education.**

- Community Events
- Safe Summer Nights
- National Night Out
- Community “Pop Ups”
- District Council support/Community Forums
- Robust Website including interactive map for hauler, collection day info

# CITY PRIORITIES FOR PROGRAM



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- ✔ Saint Paul residential haulers will provide service and operate independently
  - Negotiation vs. Request for Proposal
  - Haulers kept and maintained their market share
  - Haulers able to make individual business decisions– i.e. sell or purchase other haulers
- ✔ Consistent, high quality customer service throughout city
  - More services available to all residents – bulky item collection, yard waste collection
  - Residents retain ability to talk to their hauler directly
- ✔ Less truck traffic – 1 hauler provides service to each block
  - Less noise
  - Less air pollution
  - Less wear and tear on streets and alleys
  - Safer streets and alleys
- ✔ Stable, uniform, and reasonable rates



# MEETING CITY PRIORITIES



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- ✓ Familiar and consistent billing process
- ✓ Easy access for all residents – all residents will have high quality services and uniform prices
- ✓ Bulky item collection included
- ✓ Wage standards that include a \$20/hour minimum wage for drivers
- ✓ Waste Designation– Garbage processed at the Ramsey Washington Recycling & Energy Center
- ✓ Incentivizes people to recycle more

# SIZES & SERVICES TO MEET RESIDENT NEEDS



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## ➤ Service with choice of cart size

Small – collection every other week (35 Gallon); Small (35 Gallon); Medium (65 Gallon); Large (95 Gallon)

## ➤ Free walk up service available for less able-bodied residents

## ➤ Service Hold (for extended absences) available

## ➤ Yard Waste collection (\$120 a season)

## ➤ 2 or 3 bulky items (mattresses, tires, furniture, appliances, electronics etc.) per year included in the base rate

## ➤ Garbage and recycling service on the same day for most residents



# PROGRAM RESPONSIBILITIES

## Haulers Provide:

- Billing and direct customer service
- Cart management
- General collection of garbage and bulky items

## City Provides:

- Public education efforts
- Ownership of the carts
- Mediation on issues between haulers and residents



# COORDINATED COLLECTION COSTS

<b>Monthly Trash Prices</b> (With Blended 2018+2019 Disposal Rates)				
Collection Frequency:	Small	Small	Medium	Large
	Every other week	Weekly		
<i>Number of Bulkies:</i>	<i>Two</i>	<i>Two</i>	<i>Three</i>	<i>Three</i>
<b>Base Collection</b>	\$9.07	\$10.88	\$11.88	\$11.88
<b>2018 / 2019 Disposal</b>	\$2.34	\$2.83	\$7.39	\$8.93
<b>Bulky Items</b>	\$1.32	\$1.32	\$1.99	\$1.99
<b>Billing</b>	\$1.99	\$1.99	\$1.99	\$1.99
<b>Subtotal</b>	\$14.72	\$17.02	\$23.25	\$24.79
<b>Taxes</b>	<b>\$5.56</b>	<b>\$6.43</b>	<b>\$8.78</b>	<b>\$9.36</b>
<b>TOTAL</b>	<b>\$20.28</b>	<b>\$23.45</b>	<b>\$32.03</b>	<b>\$34.15</b>

## Annual Solid Waste Fee

- \$24.60 per RDU year placed property taxes
- Covers the cash flow for delinquent trash accounts
- Program administration
- Carts and equipment

## Amount residents see on quarterly bill

- 35 Gallon every other week - \$60.84
- 35 Gallon Cart - \$70.32
- 65 Gallon Cart - \$96.09
- 95 Gallon Cart- \$102.45

## State and Ramsey Co. Taxes = 37.75%

- State of Minnesota = 9.75%
- Ramsey County = 28%



# COST BREAKDOWN



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## Base Collection:

- Consumer Price Index
- Diesel Fuel Costs
- State Taxes

## Disposal Rate:

- Tipping Fee for County Facility
- Hauler Rebate
- Standard Tonnage Collected per household

# ADDITIONAL SERVICE FEES



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Additional Service Fees	Price
Overflow Trash Bags outside of Trash Cart	\$3 per bag
Yard Waste Subscription (April 15-November 30)	\$120 per season
Yard Waste Bags without Subscription.	\$3 per bag or bundle
Bulky Items in addition to Bulky Base Service per calendar year.	Itemized in \$10, \$20 and \$35 categories
Walk-up Service for non-eligible (Residential Dwelling Unit) RDU.	\$25/month
Walk-up service fee greater than 100ft	\$50/month
Return Fee or Off Day Service Pickup.	\$40
Cart Size Change/Replacement Fee (2nd or more per calendar year, per owner)	\$25
Extra Cart Fee	\$5 + applicable disposal rate per cart size

# ST. PAUL HAULERS, LLC



- 15 Saint Paul Residential Garbage Haulers began negotiations with the City
- 11 Haulers signed the agreement with the city and formed a consortium, St. Paul Haulers, LLC
- 7 Haulers remain in the consortium after buyouts
- There is a single point of contact between the City and the haulers:

Chris Swanson, City of Saint Paul  
Romack Franklin, St. Paul Haulers

## Current Consortium Members

Advanced Disposal  
Aspen Waste  
Gene's Disposal  
Highland Sanitation  
Pete's Rubbish  
Republic Services  
Waste Management

# STRUCTURE OF ST. PAUL HAULERS, LLC



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- The haulers range from multi-national fortune 500 corporations to small, local, mom and pop family businesses.
- Haulers vote on all decisions
- Board is compromised of representatives from each of the haulers
- Contract dictates services provided and sets fees, but allows haulers some freedom in how they conduct their operations
- Haulers can sell their shares in the consortium

## **Sales of a hauler's market share or company**

- The hauler is required to notify the city of any sales and communicate directly with the impacted residents.
- The hauler must follow all applicable laws, if it is a publicly traded company
- The hauler may have to wait until the deal is finalized before notifying the City.



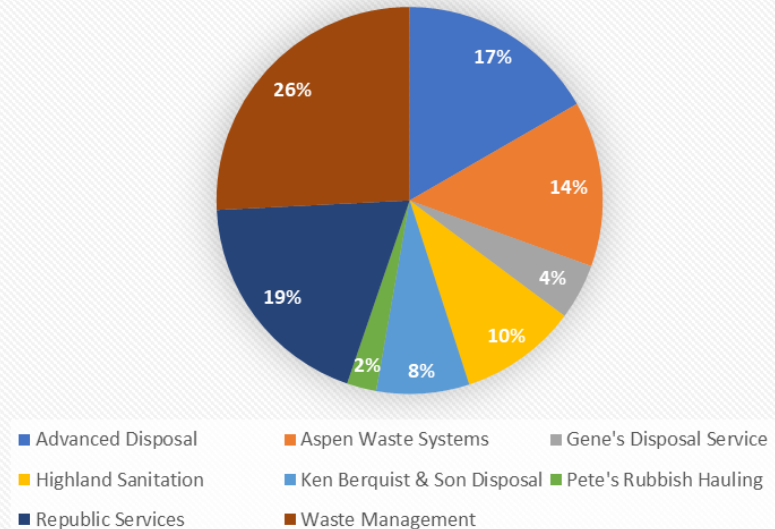
# SERVICE ROUTES



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- The number of customers served by haulers is determined by their market share before the start of the program.
- Haulers cover a total of 118 routes citywide per week, or between 20-25 garbage trucks per Day-specific Collection Zone. (a “route” is the driving path that 1 garbage truck can cover during 1 service day)

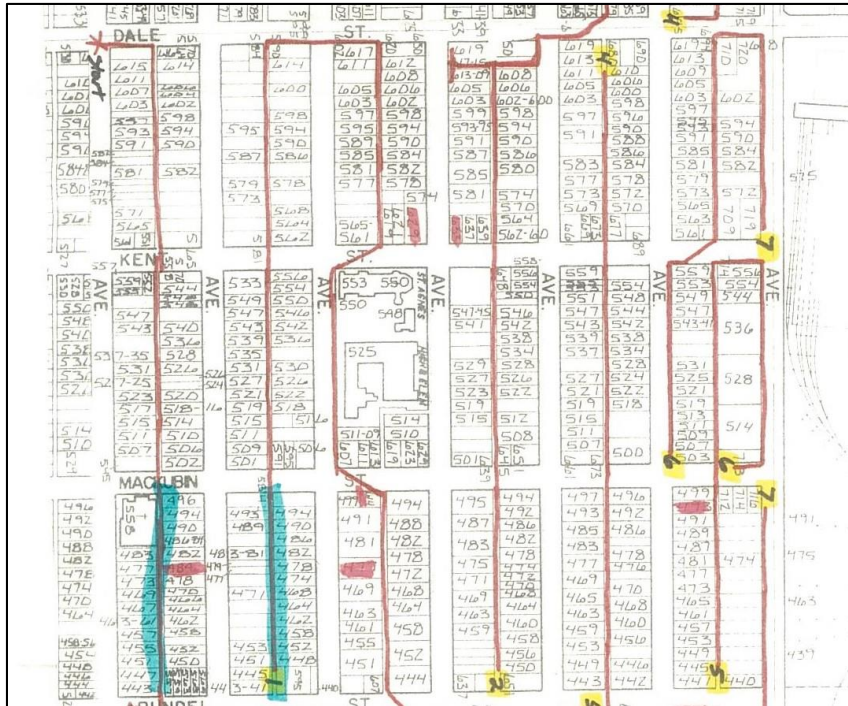
Service RDUs by Hauler



# SERVICE ROUTES



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- Routing is based on the most efficient way for the hauler to collect trash.
- There may be different times for collection on different sides of street.

# 2019 PROGRAM UPDATE



- Every occupied Single Family Unit and Multi Family Unit up to 4 units has trash service
- There are currently 73,485 units included in the program
- There have been **2,314,777** garbage pickups in Saint Paul since Oct 1, 2018

73,485 units X 4.5 average weeks/month X 7 months

## Number of Units per Property Type

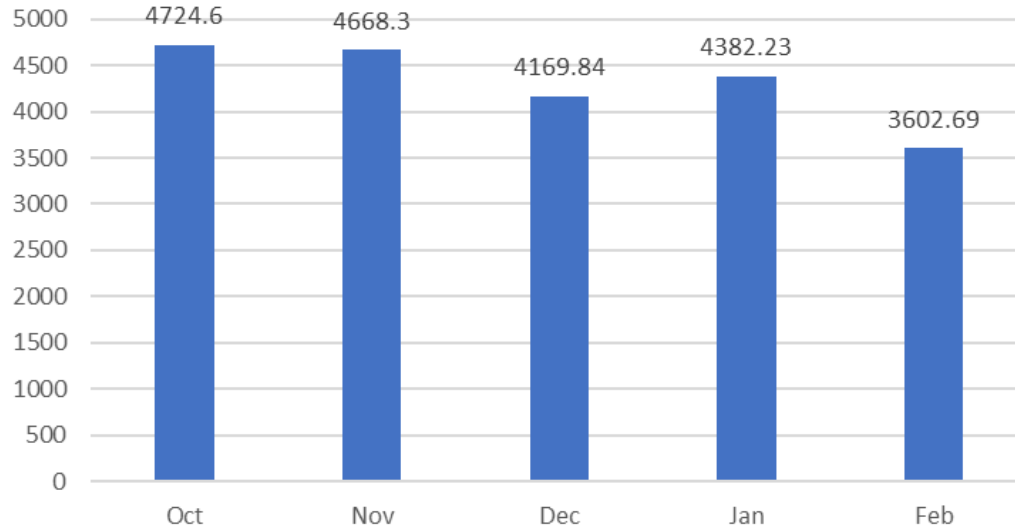
- **Single Family** 59,878 (82%)
- **Duplex** 10,575 (14%)
- **Triplex** 1,354 (2%)
- **Fourplex** 1,678 (2%)
- Of the multi-family units, 685 (.9%) **Townhomes** are required to participate

# TOTAL GARBAGE COLLECTED



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Trash Collection Weights (Tons)



**43,094,000 lbs.** of garbage  
have been removed since  
October 1, 2018  
(21,547 tons)

# ADDITIONAL BAGS



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## Using Your New Garbage Cart



The haulers can charge \$3.00 for bags outside the can.

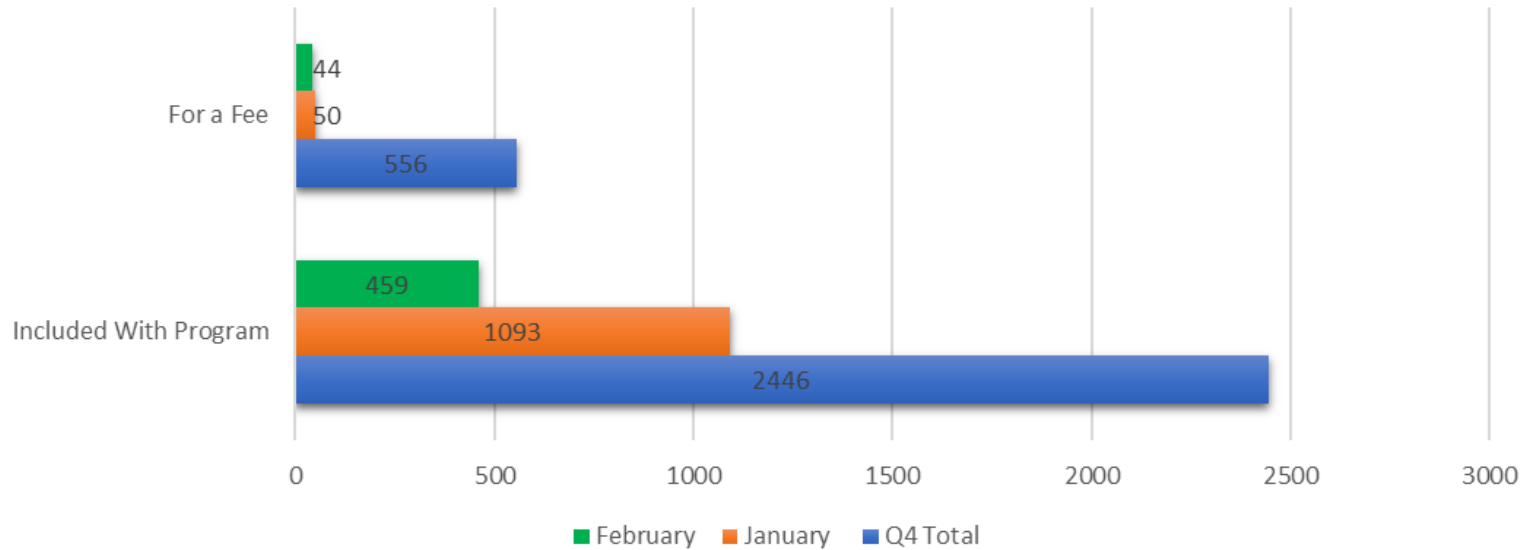
This includes bags that leave the lid of the container open by 6 inches or more

# BULKY ITEM COLLECTION



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## Bulky Item Collected Since Start of Program



# BULKY ITEM COLLECTION



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- 4,648 bulky items have been collected since the start of the program.
- 89% of those were covered under the free pickups. (3,998 Bulky items)
- At an average cost of \$20-\$35 per item, the equates to \$92,960 - \$162,680 in value
- 11% of the bulky items collected were paid (650 items)
- Resident must call their hauler directly to schedule a bulky pickup.

A bulky item is a large item that would not fit in the trash bin.

Examples:

- Mattresses
- Appliances
- Chairs
- Desk
- TVs
- Electronics
- Other large items

# MISSED COLLECTIONS



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- A “Missed Pickup” is when the haulers fails to provide Residential Collection Service to an RDU within the City during collection hours on the scheduled day of collection provided that the Cart is set out by 6:00 a.m.
- Total number of missed collection since the start of the program: 1696 (up to March 31<sup>st</sup>)
- Percentage of total pickups considered misses: .07%

**Missed collection numbers do not include collections effected by weather delays unless the haulers fails to collected the bin on rescheduled day of pickup.**



# WEATHER DELAYS



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- Adverse weather conditions (extreme cold, icy roads) can delay service
- This winter, major, adverse conditions delayed service 5 times, affecting approximately 3,500 RDUs
- Haulers are required to provide notice to the City that adverse conditions are requiring a delay
- Haulers are required to provide a next pickup time
- Haulers are required to provide service as soon as conditions allow safe pickup



# INACCESSIBLE DELAYS



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- Service can be delayed if Carts and alleys are not accessible to haulers
- Residents are responsible for clearing snow from alleys
- Residents are responsible for removing snow around carts and having them at the curb/alley line



# SERVICE COMPLAINTS



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Service complaints have been declining since the start of the program

Garbage haulers are responsible for addressing complaints

City will intervene if residents don't feel their complaints are addressed

## Most Prevalent Complaint Topics

- **Billing** - General confusion with new system and the billing in general. This will decline as residents become more used to system
- **Late fees** – General confusion on late fees and timing of billing
- **Customer Service Complaints** - Incorrect Information Given, Rude CSR, Long Hold Time, No Callback in 24 Hours
- **Notice of Non Payments** - General confusion about payment process
- **Do not like change in program** – Change is difficult to accept

**Complaints are sent directly to the haulers, and depending on the issue, are addressed within 1-3 business working days.**

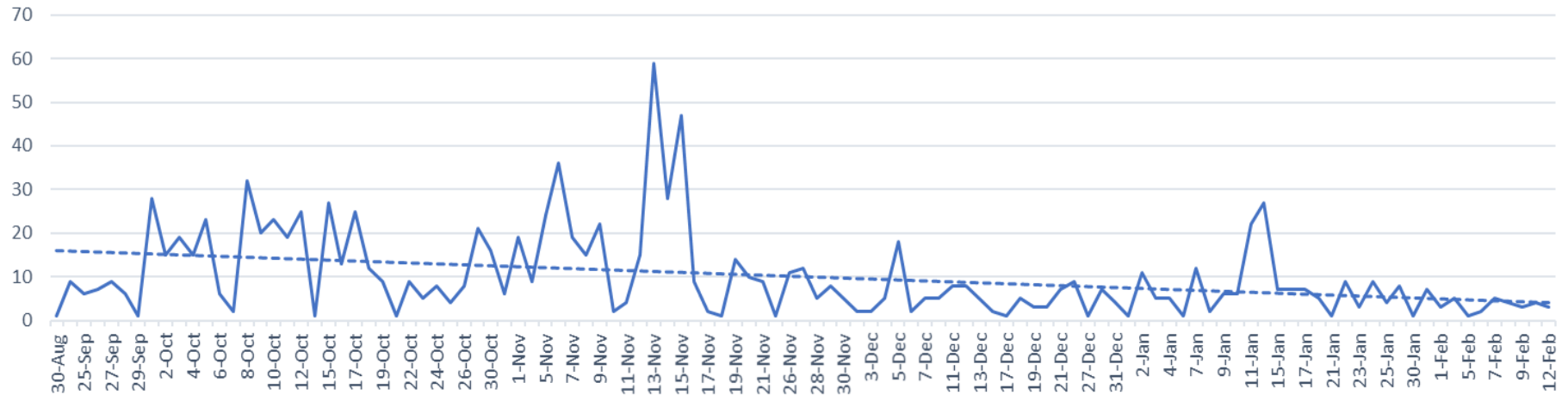
**Residents should call the hauler directly with initial complaints.**

# SERVICE COMPLAINTS/PHONE CALLS



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Citywide Garbage Service - Total Complaints



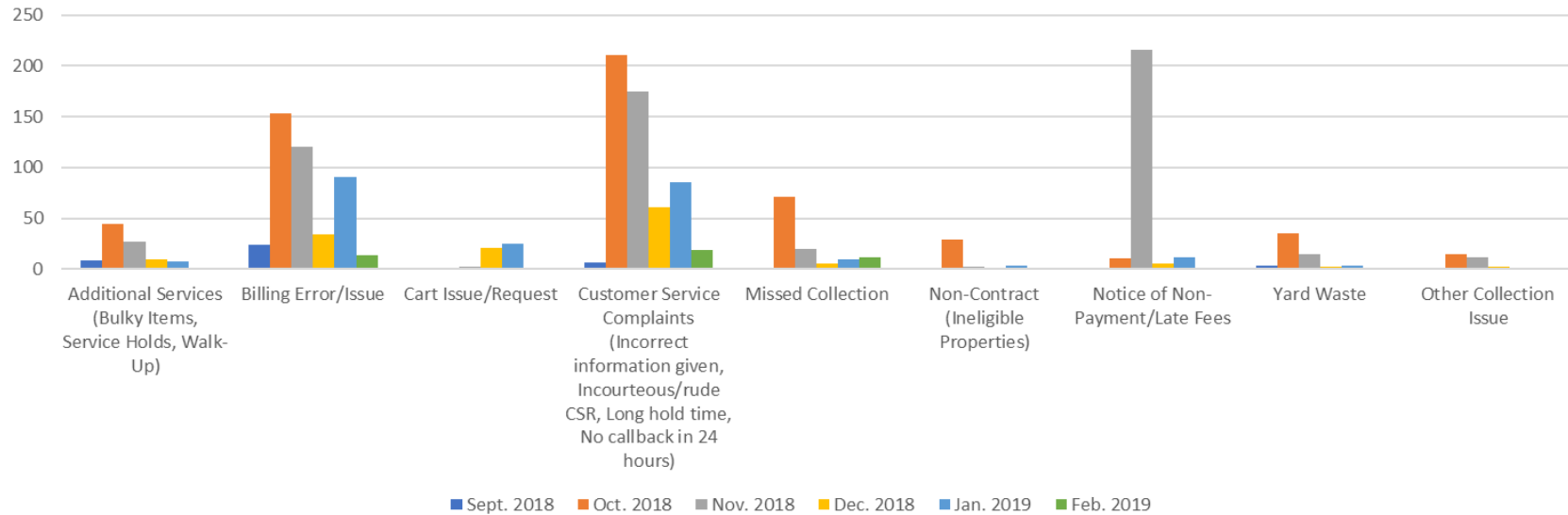
Phone calls are moving to more general questions about the program

# SERVICE COMPLAINTS



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Complaints by Type and Month



# DELINQUENT BILLS



- Residents have several communications from the haulers to collect fees for service
  - Initial Invoice
  - 2 Notices of Non-Payments (end of 2<sup>nd</sup> & 3<sup>rd</sup> month of the quarter)
  - Final notice of Non-Payment
- If resident does not pay hauler after 90 days that outstanding amount is turned over to the city for collection

Re: Garbage Collection Services  
Republic Services

Date of Notice: 11/30/18

Original Due Date: 11/15/18

New Amount: \$1,100.00

**ORIGINAL NOTICE OF NON-PAYMENT**

This notice is to advise you that a past due invoice for garbage collection services remains unpaid as of 11/30/18. The balance is the responsibility of the property owner.

Per Sec. 220.07 of the City of Saint Paul Code of Ordinances, a late fee of five percent (5%) of the total amount due has been applied due to the failure to make payment by the due date listed. Additional monthly late fees of five percent (5%) of the total amount due will be applied each month, for the first ninety (90) days of nonpayment. As provided by Minnesota Statute 443.29, unpaid rates charged may be certified to the County Auditor with the taxes against such property served, and shall be collected as other taxes are collected.

If you believe payment has been made, please contact customer service at (952) 946-5277, Monday through Friday (8:00 AM - 4:30 PM).

Mail Payment To: Republic Services #923  
PO Box 9001154  
Louisville, KY 40290-1154

Pay by Credit Card: Call our Collections Department at (952) 946-5277 or go online to RepublicServices.com

If payment is not received by ninety (90) days after the due date, the balance listed above plus penalties will be sent to the City of Saint Paul for notification of non-payment. The balance plus the established administrative fees will be assessed by the County Auditor to the Property Taxes for this property.

We thank you for your prompt attention to this matter.

# DELINQUENT BILLS



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## Quarter 4 2018 (October – December)

- 8,511 Delinquent Bills turned over to City
- Total Bills = \$905,650
- Approximately 11.5% of all participating units
- As of 4/9/19, \$635,567 remained outstanding

## Quarter 1 2019 (January - March)

- 8,104 Delinquent Bills turned over to City
- Total Bills = \$761,871
- Approximately 11% of all participating units


**City will recover outstanding amounts through payment or assessments**

# ASSESSMENT PROCESS



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- When delinquent amount is turned over to the City, it is posted as a pending assessment
- Property owner can pay the City anytime prior to final assessment to taxes
- City sends initial notice to property owner that delinquent amount is owed to the city
- Property owner can work initially with Public Works on disputed assessments
- City sends second notice indicating an assessment is pending and provides hearing notice for Legislative and City Council hearings for the assessment
- Property owner can attend Legislative Hearing prior to City Council hearing

 **Saint Paul City Council  
Public Hearing Notice  
Ratification of Assessment**

**OWNER OR TAXPAYER**

**ASSESSMENT** Collection of delinquent Garbage Bill for services provided October through December, 2018. The proposed assessment for the above property is \$287.13.  
The City previously mailed to you a final invoice for this service. Since the invoice was not paid by the due date, it is now being processed as an assessment on your property.

**LEGISLATIVE HEARING** **PURPOSE:** To assist in resolving disputed assessments.  
**TIME:** Thursday, April 11, 2019 at 9:00 AM  
**PLACE:** City Council Chambers, 3rd Floor City Hall-Court House  
Written or oral statements by any owner will be considered at this hearing. The hearing officer will review your information and make a recommendation to the City Council. If you wish to attend this hearing, please fill out the form at: [www.saintpaul.gov/assessments](http://www.saintpaul.gov/assessments) within 5 days of receiving this notice.

**CITY COUNCIL PUBLIC HEARING** **PURPOSE:** To consider ratification of the assessment for delinquent Garbage Bill for services provided October through December, 2018.  
**TIME:** Wednesday, May 12, 2019 at 3:30 PM  
**PLACE:** City Council Chambers, 3rd Floor City Hall-Court House  
Written or oral statements by any owner, along with any recommendations of the hearing officer, will be considered at this hearing. The City Council may decide to adopt the proposed assessment.

**PAYMENT** Per city ordinance you may prepay all or part of your delinquent Garbage Bill before it is approved.  
**OPTIONS** See an assessment. Options to prepay:  
Pay online from your checking/savings account at [www.saintpaul.gov/assessments](http://www.saintpaul.gov/assessments). No additional fee.  
Pay online using a credit/debit card at [www.saintpaul.gov/assessments](http://www.saintpaul.gov/assessments). Bank fee of 2.49%.  
Pay in person with the City of Saint Paul Assessment Section at 700 City Hall, 15 W. Kellogg Blvd., St. Paul.  
Mail payment to the address below and include your name and property address.

If the assessment is approved, you will have until November 15, 2019 to pay before the City sends it to Ramsey County for collection with your 2020 property taxes. No interest is applied to this charge, but a \$2.50 flat fee will be added per city ordinance to cover administrative costs.

CONTINUED ON REVERSE SIDE NOTIFICATION DATE 04/02/2019



# DISPUTE PROCESS



## Total Number of Delinquent Bills, Quarter 4

- 8,511 Parcels
- 393 Dispute submissions
- 57 Were removed from list
- 78 Property owners have signed up for legislative hearings

- If resident believes the delinquent amount has been charged in error they can first submit a “Dispute Trash Assessment” form for public works to review
- For Quarter 4 2018, 393 property owners submitted dispute forms
- Public works was able to resolve 57 disputes for Q4
- If dispute is not resolved, property owner can go to a legislative hearing

THANK YOU



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## Questions?

Chris Swanson  
Solid Waste Program Supervisor  
[Christopher.swanson@stpaul.gov](mailto:Christopher.swanson@stpaul.gov)  
651-266-8897



A Cleaner Saint Paul  
[stpaul.gov/garbage](http://stpaul.gov/garbage)